



How to check if your provider has a conflict of interest

Easy Read version



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this document



The National Disability Insurance Agency (NDIA) wrote this document.

When you read the word 'we', it means the NDIA.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **18**.



This is an Easy Read summary of another document.



You can find the other document on our website.

www.ndis.gov.au/providers/provider-compliance/conflicts-interest-ndis-provider-market



You can ask for help to read this document.

A friend, family member or support person might be able to help you.

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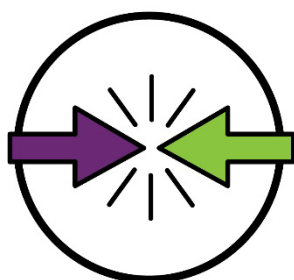
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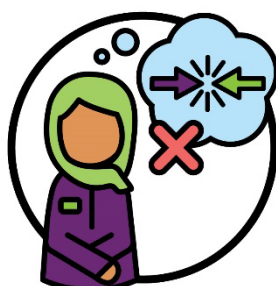
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How to check if there is a conflict of interest



A **conflict of interest** is when something in a person's life makes it harder for them to be fair.



Providers should not let conflicts of interest affect their services.



Providers support people with disability by delivering a service.



For example, if you have one provider that delivers all your supports.



This could make it harder for:

- you to speak up when something is wrong
- providers to give you choice and control.



We wrote some questions for you to check if your provider has a conflict of interest.



This includes questions you can think about:

- before you get support from a provider
- when you get support from a provider.

Before you get support from a provider

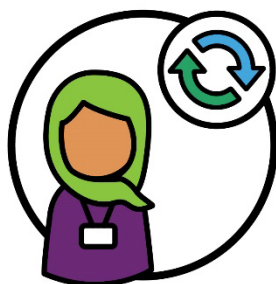


We wrote a list of questions you can think about before you get support from a provider.



If you answer 'no' to any of these questions, then a conflict of interest might affect your provider's ability to be fair and honest.

If this happens, you should:



- think about using a different provider



- talk to someone you trust.



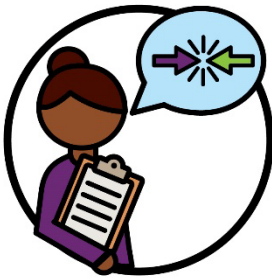
You can also talk to someone who works at the NDIA.



For example, a **local area coordinator**.

They are someone who helps people with disability find and use supports and services.

Questions to think about before you get support from a provider



Has the provider talked with you about any conflicts of interest they have?



Has the provider listened when you've talked with them about your worries?



Has the provider shared the rules they must follow to manage conflicts of interest?

Have they explained these rules to you?



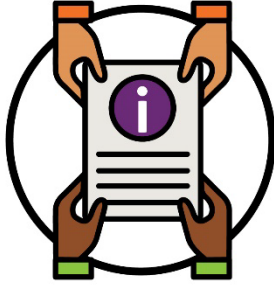
Has the provider told you about other supports you could use instead?



Have they given you enough time to think about them?



Are you happy with what the provider has done to manage any conflicts of interest?



Has the provider shared information with you about how they will manage any conflicts of interest?



Do you feel that you still have choice and control over your NDIS supports?

While you are getting support from a provider

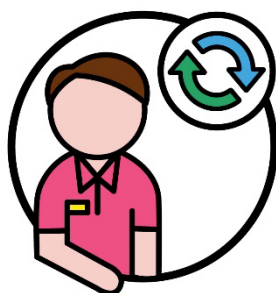


We wrote a list of questions you can think about while you are getting support from a provider.



If you answer 'no' to any of these questions, then a conflict of interest might affect your provider's ability to be fair and honest.

If this happens, you should:



- think about using a different provider



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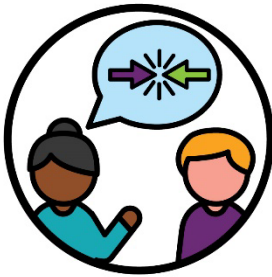


You can also talk to someone who works at the NDIA.

Questions to think about if you get support from a provider



Do you feel like your provider puts your needs first?



Do you feel like you can talk to your provider about a conflict of interest?



Does your provider listen when you talk with them about your worries?



Does your provider give you support to share your ideas with them?



This includes what:

- works well
- needs to be better.



Do you feel that you still have choice and control over your NDIS supports?



Do you feel safe to get supports from your provider?

How to make a complaint



The **NDIS Quality and Safeguards Commission (NDIS Commission)** makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

You can make a complaint to the NDIS Commission if you feel:



- you aren't getting the support you need



- your provider isn't managing a conflict of interest in the right way.



You can make a complaint through the NDIS Commission website.

www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker



You can also call the NDIS Commission.

1800 035 544



You can also make a complaint if you think a provider has used your **funding** wrong.

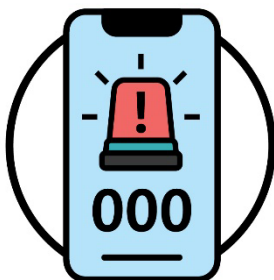


Funding is the money from your plan that pays for the supports you need.



You can make this complaint on the NDIA website.

www.ndis.gov.au/contact/report-suspicious-behaviour



If you feel that you are in danger, you should call the police.

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More information

For more information about this document, please contact us.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



Follow us on Facebook.

www.facebook.com/NDISAus



Follow us on X.

X used to be called Twitter.

[@NDIS](https://twitter.com/NDIS)

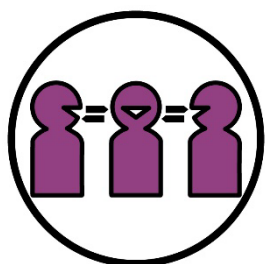
Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

www.ndis.gov.au

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS National)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



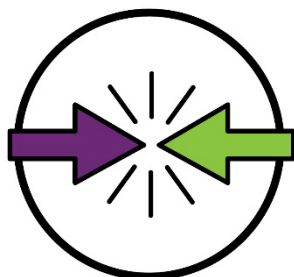
National Relay Service

133 677

www.accesshub.gov.au/about-the-nrs

Word list

This list explains what the **bold** words in this document mean.



Conflict of interest

A conflict of interest is when something in a person's life makes it harder for them to be fair.



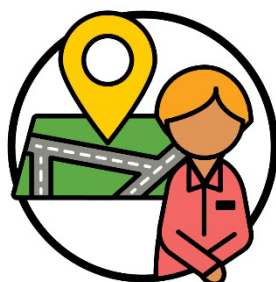
Funding

Funding is the money from your plan that pays for the supports you need.



Provider

Providers support people with disability by delivering a service.



Local area coordinator

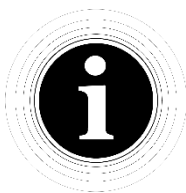
A local area coordinator is someone who helps people with disability find and use supports and services.

NDIS Quality and Safeguards Commission (NDIS Commission)



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



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Quote job number 5987-C.

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