

# Conflicts of interest checklist for providers

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

## Examples of conflicts of interest

- An accommodation provider requiring the use of a specific personal care provider.
- A support coordinator requiring a participant 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 supports are delivered to a participant

Before you deliver supports to a participant, check you have:

- explored and discussed any conflicts of interest with the participant
- provided a safe environment for the participant to be open and provide feedback
- taken all steps to avoid conflicts of interest or manage the risks as per the [NDIA Position Statement Conflicts of Interest in the NDIS Provider Market](#)

- been open and transparent about these potential issues, including any impacts on the delivery of supports and services
- trained staff to recognise and manage conflicts of interest
- conflict of interest policies and procedures in place and you have shared and explained them to the participant
- offered the participant other options and given them time to think about these options
- understood the participant still has full choice and control over their NDIS supports
- documented the steps to manage the conflict of interest and shared them with the participant as set out in the [Conflicts of Interest Declaration form](#)?

## When supports are delivered to a participant

When supports are delivered to a participant, you should think about:

- Have you been open, honest and transparent with emerging, potential or perceived conflicts of interest with the participant?
- Have you established regular reviews to manage conflicts of interest?
- Have you provided a supportive environment for the participant to provide feedback or raise concerns? This includes supporting the participant to seek independent advice from a trusted person.
- Are the needs and interests of the participant at the centre of decision-making?
- Does the participant still have full choice and control over their NDIS supports?
- If the participant wants to change service providers, have you offered to provide a warm handover with their new provider?

## Being accountable

If you answered **No** to any of the above, you may be in breach of the [NDIS Code of Conduct](#) and [NDIS practice standards](#).

## National Disability Insurance Agency

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