



Conflicts of interest in the NDIS

What we expect

Easy Read version



ndis

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 [17](#).



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.

What's in this document?

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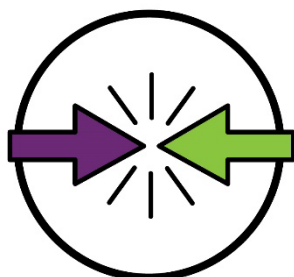
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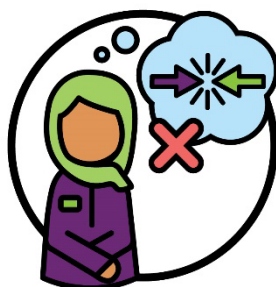
What a conflict of interest is



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



Providers support people with disability by delivering a service.



Providers should not let conflicts of interest affect their services.



We expect providers to keep **participants** safe from conflicts of interest.



Participants are people with disability who take part in the National Disability Insurance Scheme (NDIS).

Conflicts of interest can:



- affect people's ability to be fair and honest



- take away choice and control from participants.



It can also be a conflict of interest when one provider delivers lots of supports to a participant.

This could make it harder for:



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

When a conflict of interest might happen



There are 4 reasons why providers might not be able to stop a conflict of interest from happening.



1. When there are no other services to choose in areas far away from cities and towns.



2. When there are not many providers with the right skills to deliver a service.

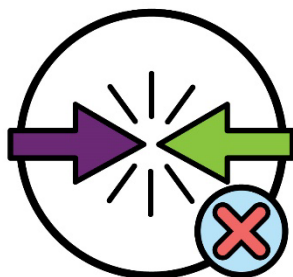


3. When a service needs to respect a participant's beliefs or way of life.



4. When a participant still wants to use the provider after thinking about their other options.

What providers must do



Providers should try not to have any conflicts of interest if they can.



There are steps that providers must take to keep participants safe from conflicts of interest.

Find out about conflicts of interest

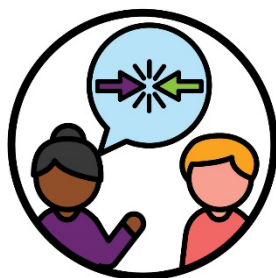


Providers must find out about any conflicts of interest that they have:

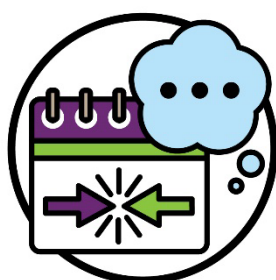


- before they start supporting someone
- while they are supporting someone.

Tell the participant

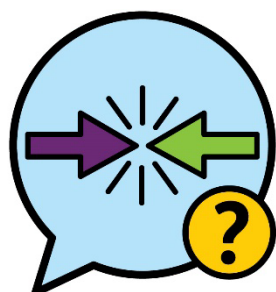


Providers must tell participants about any conflicts of interest they might have.

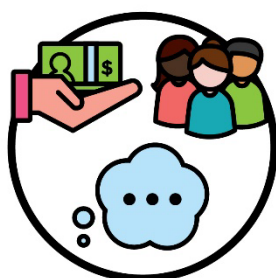


They must tell participants:

- when a conflict of interest happens
- if they think it could happen.



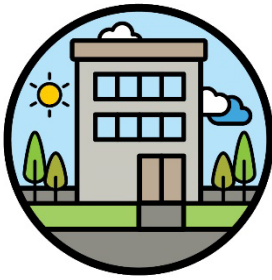
They must tell participants about what type of conflict of interest they have.



For example, if it's about:

- money or business
- people
- their beliefs.

They must also tell participants if the conflict of interest is about:



- their organisation



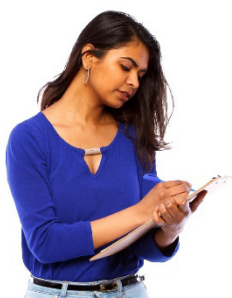
- people who work for them



- someone who supports the participant.

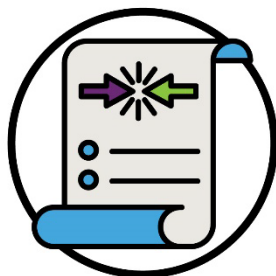


When a provider can't stop a conflict of interest from happening, they must explain why.



Providers also need to write down the conflict of interest.

Manage conflicts of interest



Providers should share their conflict of interest **policy** with the participant.



A policy is:

- a plan for how to do things
- where rules come from.



Providers should support the participant to understand this policy.



Providers should think about how they can keep the participant safe.

They can try to:



- find another way for the participant to get the support they need

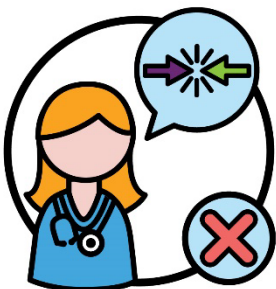


- make sure the participant has a safe way to make **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



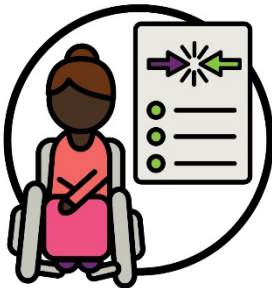
Providers should keep workers with a conflict of interest out of a participant's services.



Providers should write down how they will manage the conflict of interest.

They should check how well their ideas are working often.

They should share the plan with:



- the participant



- anyone the plan affects – including workers.

When providers don't follow the rules



The **NDIS Quality and Safeguards Commission (NDIS Commission)** checks that providers follow the rules of the NDIS.



The NDIS Commission makes sure participants:

- are safe
- get good services.

When providers don't follow the rules, the NDIS Commission can decide to:



- give providers more training about what they should do



- support providers to do the right thing



- stop providers from delivering NDIS supports.

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



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Follow us on X.

X used to be called Twitter.

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

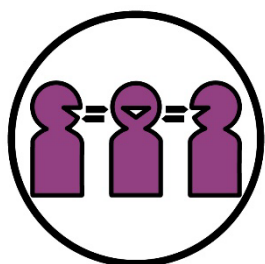
Support to talk to us



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

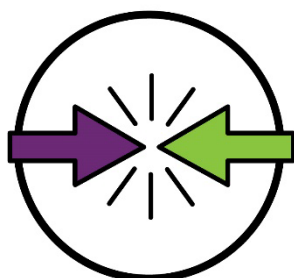
This list explains what the **bold** words in this document mean.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



Conflict of interest

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



NDIS Quality and Safeguards Commission (NDIS Commission)

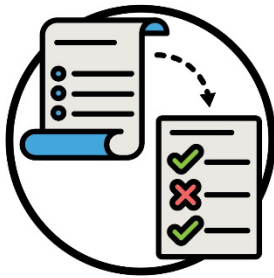
The NDIS Commission makes sure participants:

- are safe
- get good services.



Participant

Participants are people with disability who take part in the NDIS.



Policy

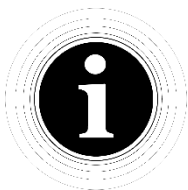
A policy is:

- a plan for how to do things
- where rules come from.



Provider

Providers support people with disability by delivering a service.



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