



What are conflicts 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 19.



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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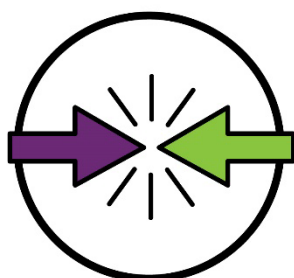
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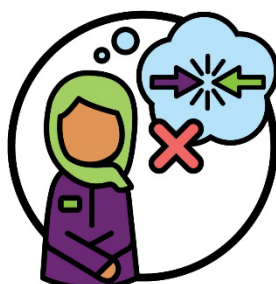
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About conflicts of interest



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.



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.

What providers must do

Follow rules about how the NDIS works



All providers must follow the NDIS **Code of Conduct**.

A Code of Conduct is a list of rules about how providers should behave.

This includes:



- **registered providers**



- providers who are not registered.

A registered provider:



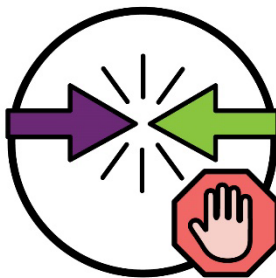
- can offer different supports and services than other providers



- has to follow more rules.



Registered providers must also follow a list of rules called the **NDIS Practice Standards**.



The NDIS Practice Standards explain what registered providers must do to stop conflicts of interest before they happen.

Do what is best for participants

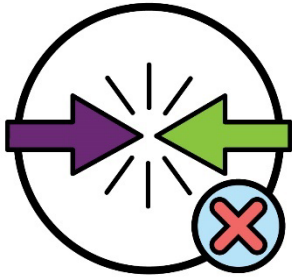


All providers must do what is best for participants.



Providers should:

- be fair and honest
- make sure they share information that is easy to read.



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

If a provider has a conflict of interest, they should:



- tell the participant it affects



- manage the conflict of interest in the right way.



Providers should update their information about their conflict of interest if it changes.

They should also make sure they keep doing this.



They should also share this information with the people their conflict of interest affects.

This includes participants.



Providers should deliver services that best support the needs of participants.



They should also support participants to have choice and control.

For example, they should suggest other services that participants could use.

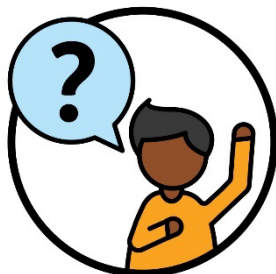


Participants can use the NDIS website to decide if a provider's supports are right for them.

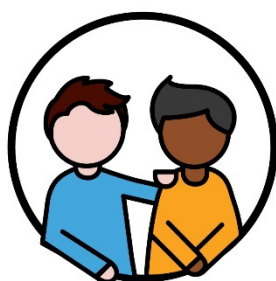
www.ndis.gov.au/participants/working-providers/what-provider

What participants can do

If participants feel that their provider might have a conflict of interest, they can:



- ask questions



- get support from someone they trust – like a family member or friend



- make a **complaint**.



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

- has gone wrong
- isn't working well.

Ask questions



Participants can ask their provider questions about conflicts of interests.

For example, participants can ask:



- Can I read the rules you must follow about conflicts of interest?



- Are you connected with the service that you are suggesting?



- Is the service you're suggesting the best option to support what I need?



Participants can also talk to their **support coordinator** about conflicts of interests.



A support coordinator is someone who helps participants plan and use their supports.

For example, participants can ask:



- Have you checked other options for the services you said I should use?



- Can you share a list of other providers that can give me the same services?

Get support



Participants can get support from someone they trust if they feel their provider might have a conflict of interest.

For example, they can talk to:



- a family member or friend



- a person who helps them make decisions.



Participants can also get support from their **my NDIS contact**.

A participant's my NDIS contact is a person who:



- they have a lot of contact with
- connects them to supports
- supports them to apply to the NDIS.

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.

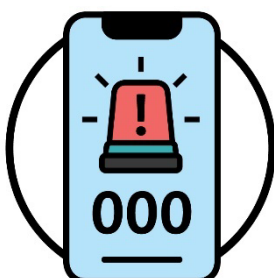


Funding is the money from your plan that pays for the supports you need.



You can make this complaint on the NDIA website.

[www.ndis.gov.au/contact/
report-suspicious-behaviour](http://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)

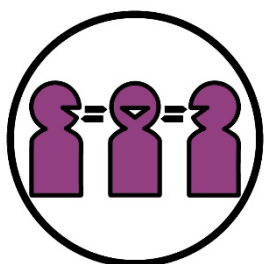
Support to talk to us



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.



Code of Conduct

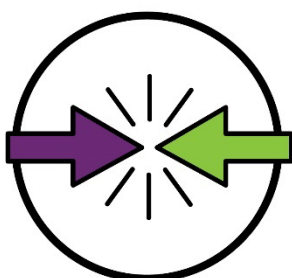
A Code of Conduct is a list of rules about how providers should behave and act.



Complaint

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

- has gone wrong
- isn't 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.



Funding

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

My NDIS contact



A participant's my NDIS contact is a person who:

- they have a lot of contact with
- connects them to supports
- supports them to apply to the NDIS.



NDIS Practice Standards

The NDIS Practice Standards explain what registered providers must do to stop conflicts of interest before they happen.

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.



Participants

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



Providers

Providers support people with disability by delivering a service.



Registered providers

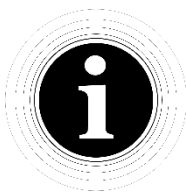
A registered provider:

- can offer different supports and services than other providers
- has to follow more rules.



Support coordinators

A support coordinator is someone who helps participants plan and use their supports.



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