



What you can do 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 [23](#).



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



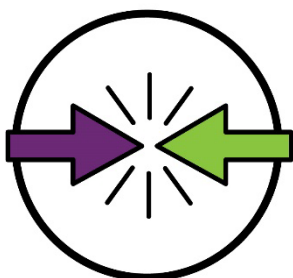
You can ask for help to read this document.

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

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What to do 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 support people with disability by delivering a service.



Providers should not let conflicts of interest affect their services.



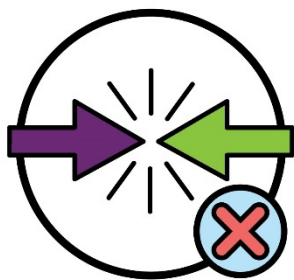
For example, if your provider tells you to get a support from someone because they are friends.



There are steps you can take with your provider to:

- manage conflicts of interest
- stay safe

Step 1: Talk with your provider



Your provider should try to avoid conflicts of interests.



If there is a conflict of interest, they should talk to you about it.



They should work with you to agree on how they will:

- manage the conflict of interest
- keep you safe.



After you talk to them, you should think about:

- what happened during the conversation
- what you learned.



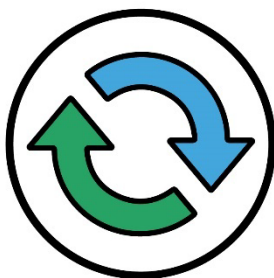
You should also think about how the conversation with your provider made you feel.



If your provider made you feel safe, go to [Step 2](#).

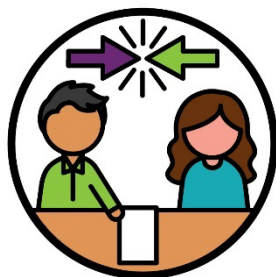


If you feel your provider wasn't being honest or you feel pressured to make a decision, go to [Step 4](#).



If you feel unsafe and want to change providers, go to [Step 5](#).

Step 2: Manage the conflict of interest



Your provider must work with you to manage the conflict of interest.

Your provider should:



- talk to you about what could go wrong because of the conflict of interest



- make a plan with you about how to keep you safe

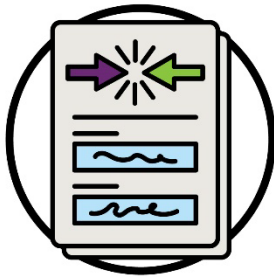


- give you a copy of this plan.

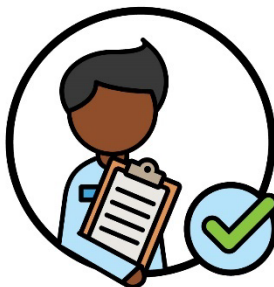


They should also give you a document to sign that explains:

- what the conflict of interest is
- how the provider will manage the conflict of interest.



They should give you a copy of this document after you have both signed it.

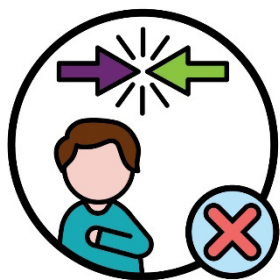


If you feel your provider managed the conflict of interest in the right way, go to [Step 3](#).



If you feel your provider wasn't being honest or you feel pressured to make a decision, go to [Step 4](#).

Step 3: Make sure the conflict of interest doesn't affect you

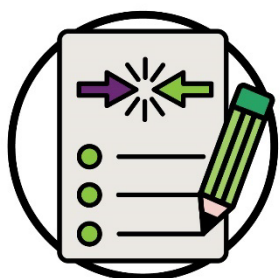


Your provider should make sure the conflict of interest doesn't affect you.

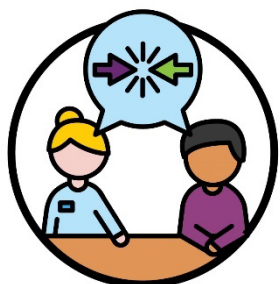
They should:



- support you to feel safe to talk to them



- write documents about how to manage the conflict of interest



- make a plan to check in with you about the conflict of interest every **6 to 12 months**.



If your provider doesn't do all these things, go to [Step 4](#).

Step 4: Tell someone you're not happy



You should talk to someone if you're not happy with how your provider is managing a conflict of interest.

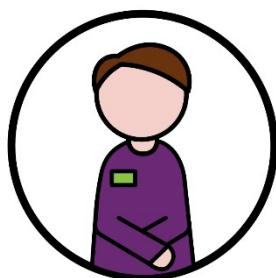
You could talk to:



- your provider



- someone you trust



- someone who works at the NDIA.



You can also make a report to the **NDIS Quality and Safeguards Commission (NDIS Commission)**.



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

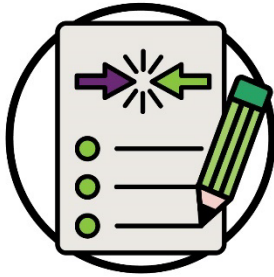
- are safe
- get good services.

Talk to your provider

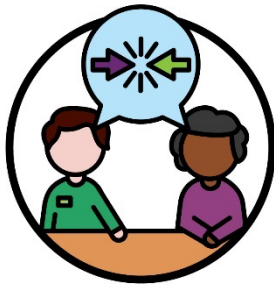


If you feel safe, you can tell your provider that you are not happy with how they are managing a conflict of interest.

After you talk to them, they should:

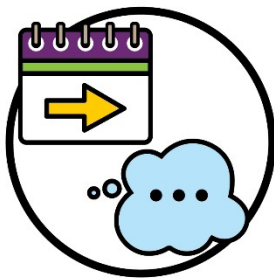


- write a document about how to manage the conflict of interest



- make a plan to check in with you about the conflict of interest every **6 to 12 months**.

If you feel pressure to make a decision or sign a document, tell your provider you want:

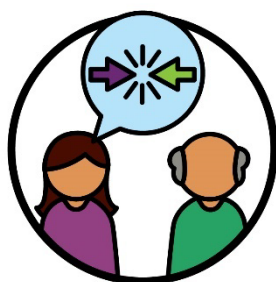


- more time to think about it



- to talk with someone you trust first.

Talk to someone you trust



You can talk to someone you trust about how your provider is managing a conflict of interest.

You might want to talk to:



- a family member



- a friend



- an **advocate**.



An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



You can learn more about getting help from an advocate on the NDIS Commission website.

www.ndiscommission.gov.au/complaints/help-advocate



There are a list of advocates on the Department of Social Services website.

www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap

Talk to someone who works at the NDIA



You can talk to someone at the NDIA about how your provider is managing a conflict of interest.



You can talk to a **local area coordinator**.

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



You can talk to an **early childhood partner**.

They are someone who supports children with disability and their families.



You can talk to an **NDIA Planner**.

They are someone who:

- makes new plans
- changes plans.

Talk to the NDIS Commission

You can make a report about your provider to the NDIS Commission if:



- you tried the other steps and your provider has still not done the right thing



- you don't feel safe.



You can call the NDIS Commission.

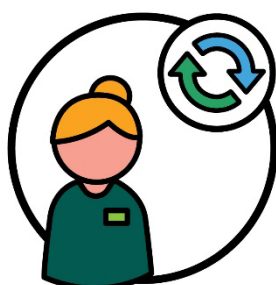
1800 035 544



You can visit the NDIS Commission website.

www.ndiscommission.gov.au

Step 5: Change your provider



You can change your provider if you want.



You should check the **service agreement** you have with your provider.

A service agreement is a written plan between you and your provider.

It explains:



- what supports you'll use



- how your provider will give you those supports



- how much the supports cost.



Your service agreement should include a document that explains how you can stop working with your provider.



You can also talk to your **my NDIS contact** about changing your provider.



Your my NDIS contact is a person who:

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



The name of your my NDIS contact should be on your NDIS plan.



You can also talk to your **support coordinator** about changing your provider.

A support coordinator is someone who helps people with disability plan and use their supports.



You can search for another provider on the NDIS website.

www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder

More information

For more information about this document, please contact us.



You can visit our website.

www.ndis.gov.au



You can call us.

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Follow us on X.

X used to be called Twitter.

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

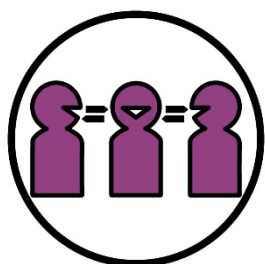
Support to talk to us



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

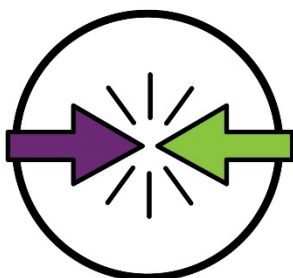
This list explains what the **bold** words in this document mean.



Advocate

An advocate is someone who can:

- support you
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- give you information and advice.



Conflict of interest

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



Early childhood partner

An early childhood partner is someone who supports children with disability and their families.



Local area coordinator

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my NDIS contact



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An NDIA Planner is someone who:

- makes new plans
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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.



Provider

Providers support people with disability by delivering a service.

Service agreement

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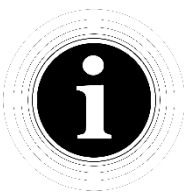
It explains:

- what supports you'll use
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Support coordinator

A support coordinator is someone who helps people with disability plan and use their supports.



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