



# Managing conflicts of interest in allied health

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 20.



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](http://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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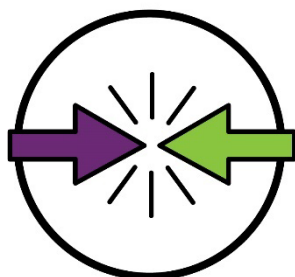
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## What is a conflict of interest?



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



Conflicts of interest can take away choice and control from **participants**.



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

## What do allied health providers need to do?



**Allied health providers** can:

- deliver therapy supports to participants
- support people with disability to take part in the NDIS.



They also give advice about what type of **assistive technology** someone needs.



Assistive technology is equipment or a device that can help people do things more easily.

For example, a wheelchair or a hearing aid.

Allied health providers need to:



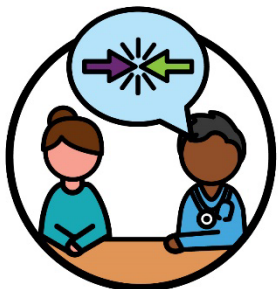
- follow the law



- tell the truth



- keep participants safe



- tell participants about conflicts of interest.

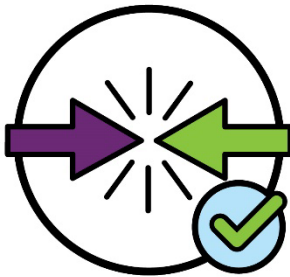
This means they need to tell participants:



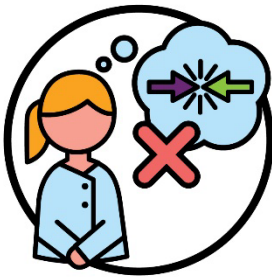
- if they are connected to other providers



- which supports their organisation delivers



- what they are doing to manage conflicts of interest.



Allied health providers should not let conflicts of interest affect their services.

For example, allied health providers should not tell participants that they must buy assistive technology that:



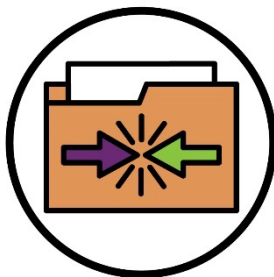
- they sell



- their family, friends or business partners sell



- they will make money from.



Allied health providers need to keep records about their conflicts of interest.



Allied health providers can do this using the Conflicts of Interest form on our website.

[www.ndis.gov.au/providers/provider-compliance/conflicts-interest-ndis-provider-market](http://www.ndis.gov.au/providers/provider-compliance/conflicts-interest-ndis-provider-market)



Allied health providers need to try and give participants at least **3 options** for supports or services to choose from.



Allied health providers need to make sure their supports:

- are fair
- meet participants' needs.

## What should participants think about?

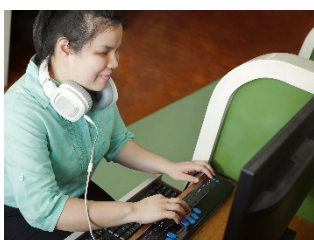


Participants should think about what assistive technology will work best for them.

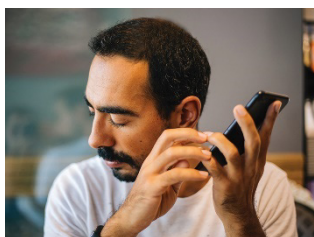


Participants should think about what they need from their assistive technology.

This includes:



- where they will use it



- how they will use it.



Participants should research the assistive technology before they buy it.

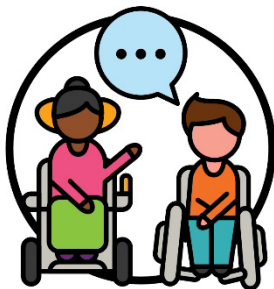
For example, participants should:



- read about all their options



- try out different assistive technology.



Participants can ask people who use the assistive technology about their experience.



They can also ask for help from an **assistive technology advisor**.

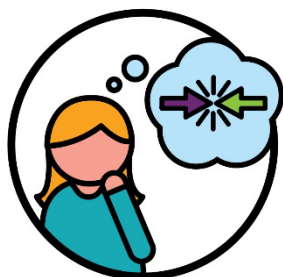


An assistive technology advisor can:

- give you advice about assistive technology
- help you get the assistive technology you need.

## What can participants do about conflicts of interest?

There are things participants can do if they:



- find a conflict of interest
- think there might be a conflict of interest
- think that their allied health provider isn't doing what's best for them.



Participants can talk to someone they trust, like a friend or family member.



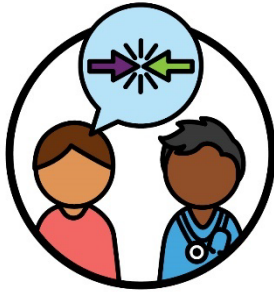
Participants can also talk to their **my NDIS contact**.

A my NDIS contact is the main person that participants and their families can contact about the NDIS.



Participants should also read all the documents allied health providers give them about their supports.

## Talking to allied health providers



Participants can talk to their allied health provider about conflicts of interest.

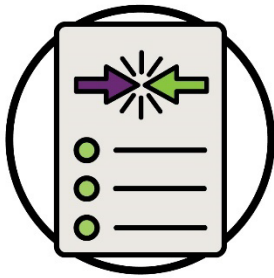


They can bring someone they trust when they talk to their allied health provider.



Participants might want to ask their allied health provider questions about conflicts of interest.

For example, participants can ask:



- Do you have a plan about how you manage conflicts of interest for me to read?



- What other assistive technology did you think about for me?



- Can you tell me about other providers I can get this assistive technology from?



- How are you connected to the provider I can get the assistive technology from?



- Can I try out the assistive technology before I buy it?

## How can participants make a complaint?



Participants can make a **complaint** if they are worried about conflicts of interest with their NDIS supports.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Participants can make a complaint 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.

You can make a complaint to the NDIS Commission if:



- your allied health provider is not doing the right thing



- you feel unsafe.



You can call the NDIS Commission.

**1800 035 544**



You can visit the NDIS Commission website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## More information

For more information about this document, please contact us.



You can visit our website.

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



You can call us.

**1800 800 110**



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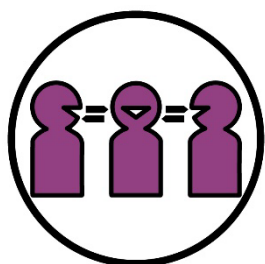
## Support to talk to us



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

[www.ndis.gov.au](http://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](http://www.accesshub.gov.au/about-the-nrs)

## Word list

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

### Allied health providers



Allied health providers can:

- deliver therapy supports to participants
- support people with disability to take part in the NDIS.



### Assistive technology

Assistive technology is equipment or a device that can help people do things more easily.

For example, a wheelchair or a hearing aid.

### Assistive technology advisor



An assistive technology advisor can:

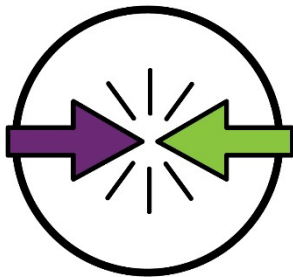
- give you advice about assistive technology
- help you get the assistive technology you need.

## Complaint



A complaint is when 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.



## My NDIS contact

A my NDIS contact is the main person that participants and their families can contact about the NDIS.

## NDIS Quality and Safeguards Commission (NDIS Commission)



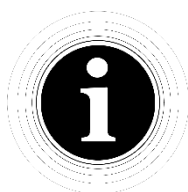
The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



## Participants

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



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