



Managing conflicts of interest in home and living supports

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](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.

What's in this document?

What is a conflict of interest? 5

What do home and living providers need to do? 6

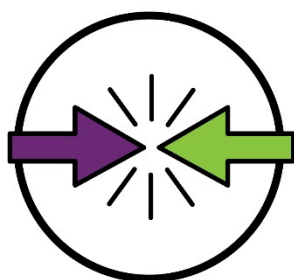
What can participants do about conflicts of interest? 12

How can participants make a complaint? 15

More information 17

Word list 19

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 home and living providers need to do?

Home and living providers can support people with disability to:



- find housing that meets their needs
- live on their own or with others
- do daily tasks, such as cooking and cleaning.

Home and living providers need to:



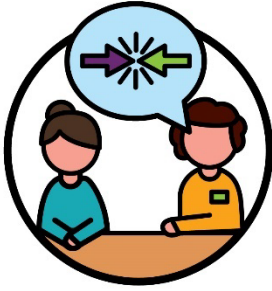
- follow the law



- tell the truth



- keep participants safe.



Home and living providers also need to tell participants about conflicts of interest.

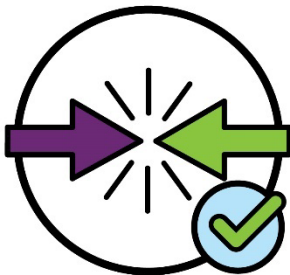
This means they need to tell participants:



- if they are connected to other providers



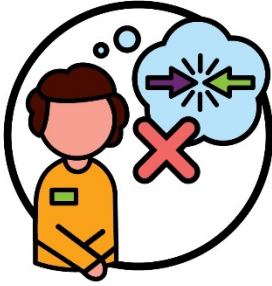
- which supports their organisation delivers



- what they are doing to manage conflicts of interest.



Providers should share their plan to manage conflicts of interest in a way participants can understand.



Home and living providers should not let conflicts of interest affect their services.

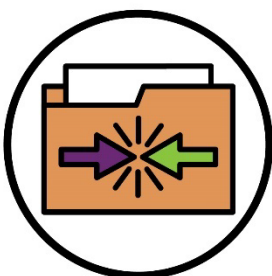
For example, a home and living provider should not tell a participant that they:



- have to use their other services



- can't use another provider.



Home and living providers need to keep records about their conflicts of interest.



Home and living 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



Home and living providers need to give participants different options for supports or services to choose from.



Home and living providers need to make sure their supports:

- are fair
- meet participants' needs.

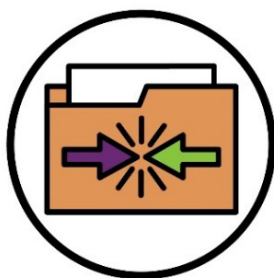
Registered providers



A **registered provider**:

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

The rules say registered home and living providers should:



- record all conflicts of interest that might happen



- manage all conflicts of interest before they are a problem.



Registered providers must have written agreements with participants for **specialist disability accommodation (SDA)**.



SDA is housing for people with disability who need extra support most of the time.

Registered providers must support the **rights** of participants to have housing.



Rights are rules about how everyone must treat you:

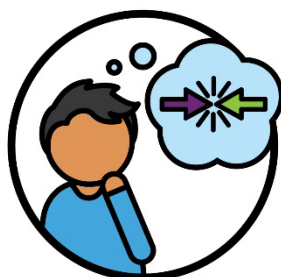
- fairly
- equally.



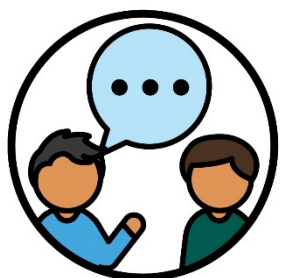
This includes supporting participants to stay in a home for as long as they want.

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 home and living provider isn't doing what's best for them.

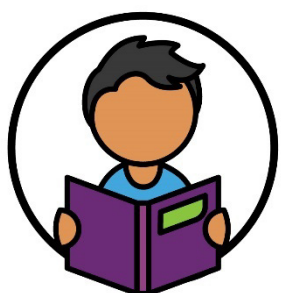


Participants can talk to someone they trust, like a friend or family member.



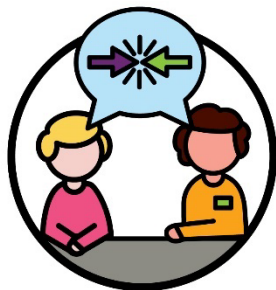
Participants can also talk to their **my NDIS contact**.

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



Participants should read all the documents home and living providers give them about their supports.

Talking to home and living providers



Participants can talk to their home and living providers about conflicts of interest.

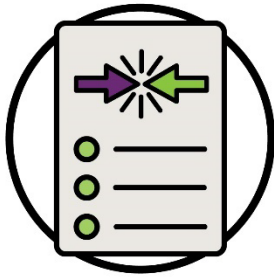


They can bring someone they trust when they talk to their home and living provider.



Participants might want to ask their home and living 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?



- Can you tell me about other providers I can get support from?



- Are you or your organisation connected to the providers you have suggested?

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 home and living 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

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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national-disability-insurance-agency](https://au.linkedin.com/company/national-disability-insurance-agency)

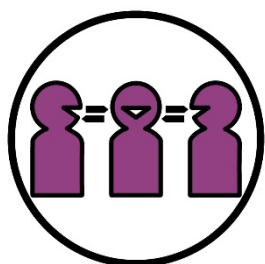
Support to talk to us



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

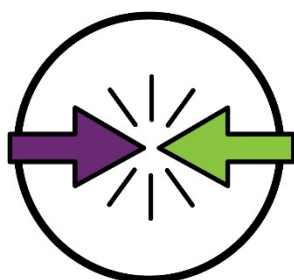
This list explains what the **bold** words in this document mean.

Complaint



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Rights



Rights are rules about how everyone must treat you:

- fairly
- equally.



Specialist disability accommodation (SDA)

SDA is housing for people with disability who need extra support most of the time.



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