



Managing conflicts of interest when far away from cities or towns

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 18.



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?

What is a conflict of interest? 5

What do providers need to do? 6

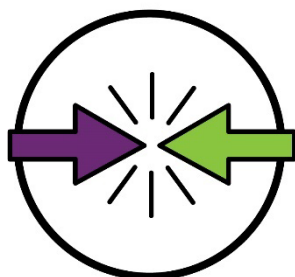
What can participants do about conflicts of interest? 11

How can participants make a complaint? 14

More information 16

Word list 18

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 providers need to do?



Providers support people with disability by delivering a service.



Providers in areas far away from cities and towns are more likely to have conflicts of interest.

This can be because:



- there are less people who live in these areas



- it is more likely that people will know each other.



Providers in areas far away from cities and towns need to start managing conflicts of interest before they become a problem.

All providers need to:



- follow the law



- tell the truth

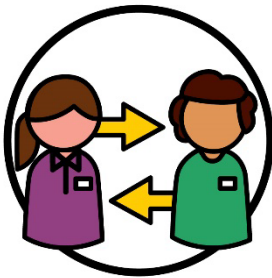


- keep participants safe.



Providers must also tell participants about conflicts of interest.

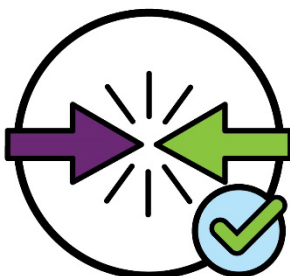
This means providers need to tell participants:



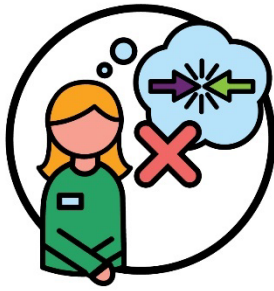
- if they are connected to other providers



- which supports their organisation delivers



- what they are doing to manage conflicts of interest.



Providers should not let conflicts of interest affect their services.

For example, it is a conflict of interest if:



- a provider only tells participants about services they have a strong connection with



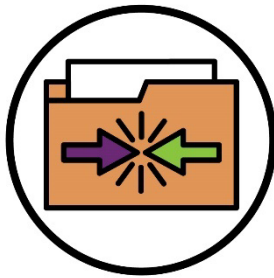
- one provider delivers most of a participant's supports



- a provider or support worker delivers supports to someone in their family.



Providers need to try to give participants at least **3 options** for supports or services to choose from.



Providers need to keep records about their conflicts of interest.



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

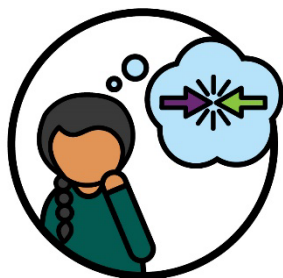


Providers need to make sure their supports:

- are fair
- meet participants' needs.

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 provider isn't doing what's best for them.



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



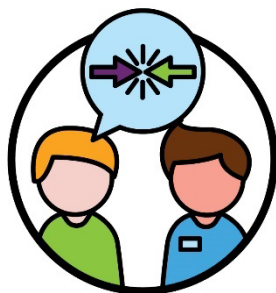
Participants can also talk to their **my NDIS contact**.

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



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

Talking to providers



Participants can talk to their providers about conflicts of interest.

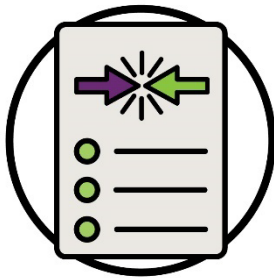


They can bring someone they trust when they talk to their provider.



Participants might want to ask their 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 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 guide, 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 Instagram.

[@ndis_australia](https://www.instagram.com/ndis_australia)



Follow us on LinkedIn.

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

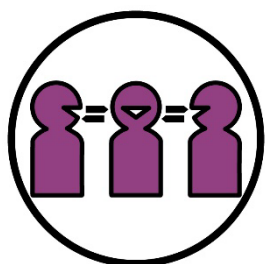
Support to talk to us



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

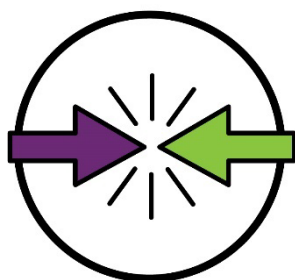
This list explains what the **bold** words in this document mean.



Complaint

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.



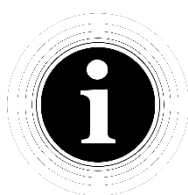
Participants

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



Providers

Providers support people with disability by delivering a service.



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.

Quote job number 6153-F.

ndis

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