



Managing conflicts of interest

Participant rights when buying NDIS 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 [17](#).



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 rights do participants have?



Rights are rules about how people must treat you:

- fairly
- equally.



Participants have rights when they buy goods and services.



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

This includes goods and services from:



- a business

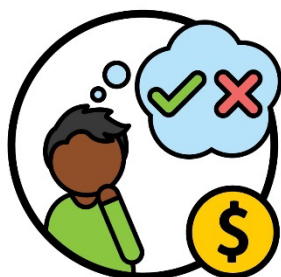


- a **provider**.

Providers support people with disability by delivering a service.

Rights under the law

The law says participants have the right to:



- take their time to decide if they want to buy something



- get information about something before they decide to buy it



- ask for what they want



- cancel a service that isn't working well for them.



The law also says participants have the right to be treated fairly when they buy something.



You can find out more about these rights on the Australian Competition and Consumer Commission's website.

www.accc.gov.au/about-us/publications/your-rights-when-you-buy-something-guide

Rights with NDIS providers



The NDIS has rules to protect the rights of participants.

Participants have the right to choose:



- who delivers their support



- how a provider delivers their support.



Participants have the right to use more than one provider for all of their supports.



Participants also have the right to stop using a provider if they're not getting the support they need.

Participants have the right to:



- pay only for the supports they want or need



- pay a fair price for their supports



- choose what personal information they give a provider.

Rights to privacy



Participants have the right to keep their personal information private.

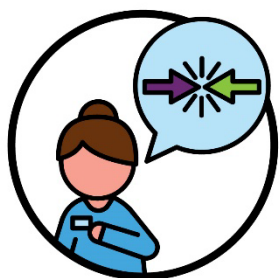


This includes information about the services they use.

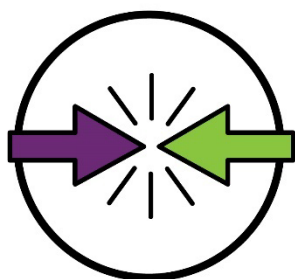


The NDIS Rules explain how providers must follow the laws that support this right.

What can participants do about conflicts of interest?

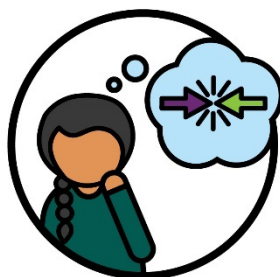


Participants have the right to know if a provider has a **conflict of interest**.



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

There are things participants can do if they:



- find a conflict of interest
- think there might be a conflict of interest
- think 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 get support from the people who help them with their supports and services.



For example, they can get support from a **support coordinator**.

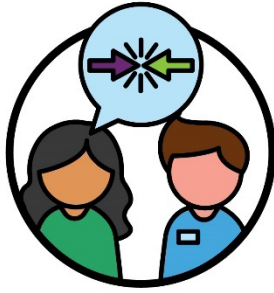
A support coordinator is someone who helps participants plan and use their supports.



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



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



Participants can also talk to their provider about the conflicts of interest.



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



Speaking up can improve services for everyone.



Participants can use the guides on our website for support to speak up.

www.ndis.gov.au/participants/your-rights-and-responsibilities/participant-guide-managing-conflict-interest

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 make a complaint through the NDIS Commission website.

www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker

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)

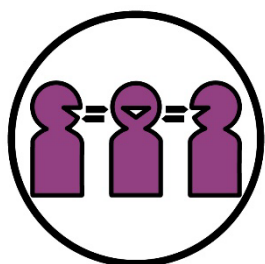
Support to talk to us



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

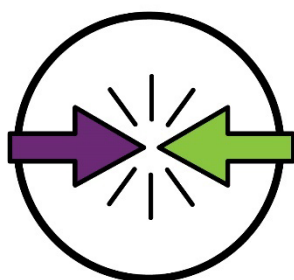
This list explains what the **bold** words in this document mean.



Complaint

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.



Provider

Providers support people with disability by delivering a service.



Rights

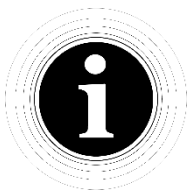
Rights are rules about how people must treat you:

- fairly
- equally.



Support coordinator

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



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