11 November 2024

The NDIA has published the NDIA Position Statement Conflicts of Interest in the NDIS Provider Market.

From May to July 2024, the NDIA met with participants, providers, and disability organisations to understand experiences people have had with conflicts of interest and what resources would help support them to manage the conflicts.

Following the co-design sessions, the NDIA developed the Position Statement, information and resources to support and educate participants and providers on conflicts of interest in the NDIS provider market.

These resources include:

- an NDIA Position Statement on conflicts of interest in the NDIS provider market
- conflict of interest information on the NDIS website
- a participant guide to managing conflicts of interest
- updated information for support coordinators
- other support specific factsheets which include case studies that describe common conflict of interest situations
- checklists to help participants and providers manage conflicts of interest

The Agency position states that registered and unregistered providers are expected to:

- make all efforts to avoid conflicts of interest.
- declare all conflicts of interest and manage them to the highest standard.
- provide participants, their decision supporters and representatives with full transparency of the nature of the conflict.
- discuss options with participants, their decision supports and representatives to manage the risks associated with the conflict of interest.
- document management strategies and monitor and regularly review circumstances.

The position statement explains how providers should align their current conflicts of interest policies and procedures with the NDIA position statement.

Where the conflict is unavoidable, it should be managed to the highest standard, transparently through good governance, processes, policies and information sharing. The resources above will help providers do this.

Visit the Conflicts of interest webpage .

Related articles

Category

- News

Conflict of interest in the NDIS provider market

Date
26 September 2024

New Framework to ensure NDIS Provider Markets are available to participants

Date
26 November 2018
Category

- News

Dog Guide Provider List – expression of interest open

Date
5 November 2025
Read more news