

# Conflict of Interest Plan Management

Easy Read Version





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## About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Conflict of Interest Support Coordination* booklet. A friend, family member or support person may be able to help you.

**Bold**  
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.

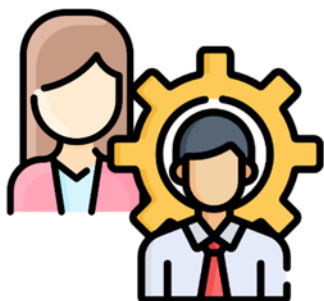


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## What is a conflict of interest?



A **conflict of interest** is when someone doesn't do their job properly – because they have interests in something else.



These interests could be **personal** or **organisational**.



Personal interests mean that the **person**, **their family** or **friends** will benefit from what they do.



Organisational interests mean that the person's **organisation** will benefit from what they do.



We should always do what is **best for you**.

A conflict of interest may be:



- **Actual** – it happened
- **Potential** – it could happen
- **Perceived** – it seems like a conflict, but is ok if it's monitored and communicated with you.



It is ok for a support provider to have a conflict of interest, as long as they **tell you** and have a **plan** to manage it.



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## Examples of a conflict of interest

A conflict of interest can happen when:



- Your plan manager also works for a different organisation and **encourages you** to use the other provider.



- Your plan manager receives a **gift or a benefit** from another organisation because you choose them.



- Your plan manager uses your **confidential information** and provides it to another provider or company for money.



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## How do we reduce the risk of a conflict of interest?



To **reduce the risk** of a conflict of interest we make sure the client and their family or guardian understand what support we provide.



This includes our role as a **NDIS service provider** and **accommodation provider**.

This is done through:



- our **website, brochures** and **other information**
- the **intake** process
- **discussions** with the client, family/guardian
- **conflict of interest** policies
- **service agreements**
- the **consent** process



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## What does my Plan Manager need to do?

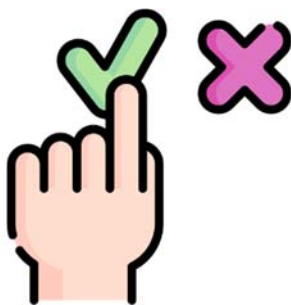
Your Plan Manager will:



- **follow** the NDIS Code of Conduct and Practice Standards



- try to **avoid** conflicts of interest



- support your right to have **choice and control**.



- treat you **fairly**





- **engage** with you to manage your NDIS funds.



- support you to find the **right services** and get the **most** out of your budget



- **make sure** your budget is meeting your support needs.



- **build** your financial skills



- **listen** to your feedback, concerns and complaints and support your decisions.



## How to make a complaint



If you think there is a **conflict of interest** you can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to your support provider, you can ask an **advocacy organisation** or **someone you trust** to help you.



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## Who can I ask for help?



If you would like help to make a complaint you can call:



**NDIS Quality and Safeguards Commission**

**NDIS Quality and Safeguards Commission**

1800 035 544



**Disability Advocacy and Complaints Service of South Australia**

08 7122 6030



**Office of the Public Advocate**

08 8342 8200



**Uniting Communities Disability Advocacy Service**

08 8202 5960



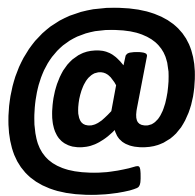
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## Contact Us

If you have any questions, you can contact Lighthouse Disability by:



- **telephone** – 08 8256 9800



- **email** –  
info@lighthouse disability.org.au



- **letter** – Lighthouse Disability  
PO Box 722, Salisbury SA 5108



- **online form** –  
lighthouse disability.org.au



- **asking a staff member**