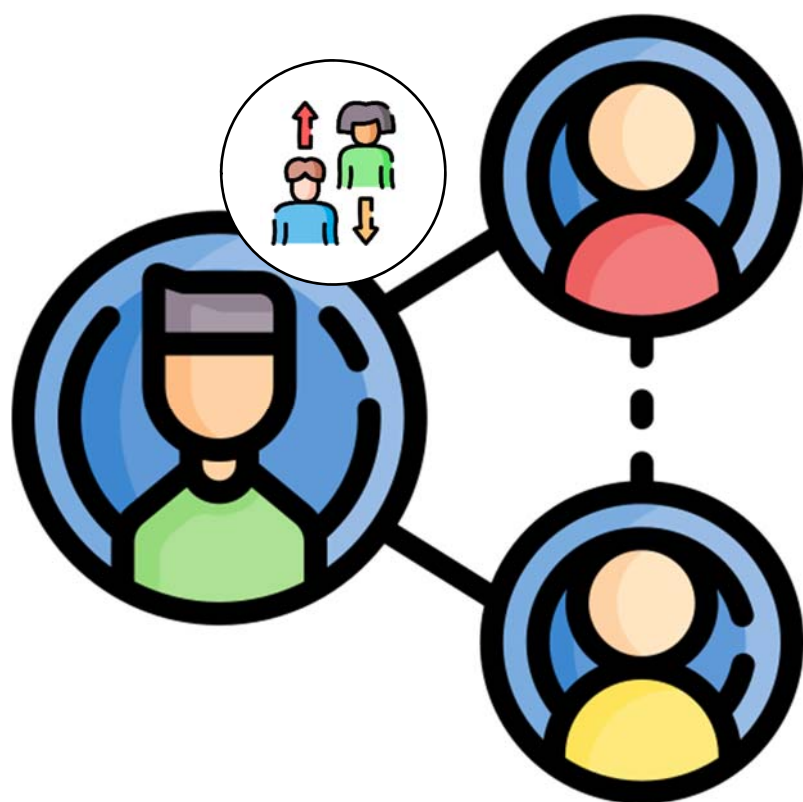


Conflict of Interest Support Coordination

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

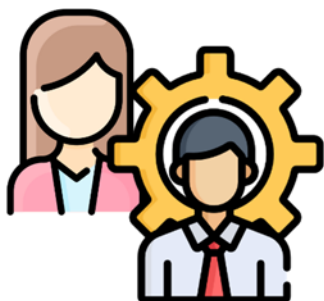
We have written some important words in **bold**, which means the letters are thicker and darker.



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.



Examples of a conflict of interest

A conflict of interest can happen when:



- Your support coordinator recommends **using Lighthouse Disability** when another service might be better for you.



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



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



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 the support we provide and the choices available.

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





What does my Support Coordinator need to do?

Your Support Coordinator will:



- provide support that **meets your needs**



- treat you **fairly**



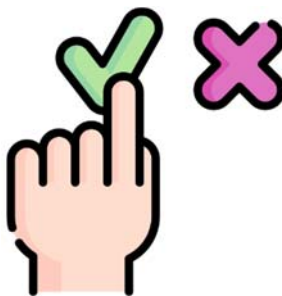
- **follow** the NDIS Code of Conduct and Practice Standards



- **work in partnership** with you, your family or guardian



- support to be part of the **community**



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



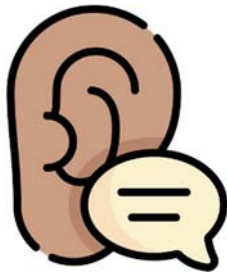
- support to **develop new skills**



- find you **multiple options** to ensure you find the right support provider.



- **check** to make sure everything is alright with your support.



- **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.



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

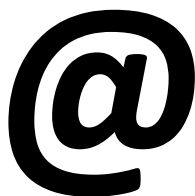


Contact Us

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**