

Managing Conflict of Interest & your choices

NDIS services & support

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Life Without Barriers provides different types of NDIS services and you may choose to receive more than one of these services.

What is a conflict of interest?

A conflict of interest is when an provider like Life Without Barriers or any person's interests affect, or is believed to affect, how they provide the services.

This can mean people are not able to have independence and choice about the services they receive.

Types of Conflict of Interest

Actual: where you are being affected by a conflicting interest

Potential: where you could be influenced by a conflicting interest

Perceived: where you could appear to be influenced by a conflicting interest

How will we manage conflicts of interest:

- **Provide** information about the services Life Without Barriers provide and any conflicts of interest so you can make your own choices.
- **Not** offer or accept any incentives or gifts that could impact on the way NDIS services are provided.
- **Manage any identified conflict of interest** by taking reasonable actions to remove the conflict or to ensure the conflict is not impacting on your rights.
- **Maintain separate teams** for NDIS service types offered by Life Without Barriers and have separate systems for keeping your records where needed
- **Keep you informed** about any identified conflict, explain what actions are planned and support you in your choices and seek input from you and/or others in your support network.

Life Without Barriers want to ensure we learn from any situations where conflicts arise and improve practice, so situations don't occur again.

We welcome you speaking with us about any conflicts or concerns you have.

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Why do we manage conflicts of interest?

It's very important Life Without Barriers actively manage any conflict of interest and support you with this to ensure:

- Your right to choose the provider you want to deliver any or all your NDIS services without being fearful of anything happening
- You are not influenced by Life Without Barriers in making your decisions and choices
- You provide your consent for information about any or all of your NDIS services to be shared across different teams in Life Without Barriers
- You have information available to you to understand any real or perceived conflict

Your rights

You have the right to safe, quality care and to live without abuse and neglect. It is always okay to speak up if you are concerned about an issue or incident.

Any conflict or concerns can be raised by you with Life Without Barriers as your service provider.

You should not be treated differently if you raise a concern or exercise any of your rights.

Life Without Barriers expresses its commitment to the human rights of people with disability through the 'My Rights, Nothing about Me Without Me' booklet and the Life Without Barriers Safeguarding Framework.

What can you do if you have questions about conflicts of interest about your NDIS services?

- Ask to speak with the Disability Support Leader or Regional Operations Manager about the NDIS services you receive
- Ask about how Life Without Barriers will manage supporting you with more than one NDIS service.
- Ask to speak with someone independent in Life Without Barriers if you are worried about any conflict.

If you were not satisfied with the approach or do not feel comfortable talking with your support worker, give feedback to Life Without Barriers or make a complaint via:

- **Provide anonymous feedback or raise a complaint through the Life Without Barriers website or email complaints@lwb.org.au**
- **National Complaints: 1800 721 226**

- You can contact the NDIS Quality & Safeguards Commission to ask questions or make a complaint about Life Without Barriers through:
 - Phone call: 1800 035 544 (free call from landlines) or TTY 133 677.
 - Translating and Interpreting Service: 131 450
 - National Relay Service and ask for 1800 035 544.
- Or by using their online complaint contact form at <https://www.ndiscommission.gov.au/contact-us/make-complaint-form>