

## MANAGING CONFLICT OF INTEREST

Easy English book

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### How to use this book

This book is by Life Without Barriers.

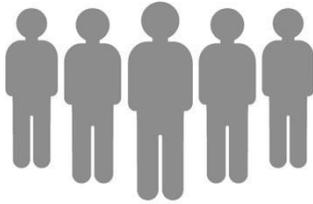
It is in Easy English.

We use pictures to help people know what it is about.

Some words are in **blue** and we will tell you what these words mean.



This book is about how we support you to make the choices that you want.



LIFE WITHOUT BARRIERS

You get support from Life Without Barriers.

We help you live life the way you like.



We help you choose the supports that you want.

This is called **Support Coordination**.



Support Coordination means we help you choose who gives you the support you want.



We make sure that anyone who supports you knows:

- ✓ what you like
- ✓ what you do not like
- ✓ how you want to be supported



The support you get is part of the National Disability Insurance Scheme. Sometimes we call it the **NDIS**.

Because we help you with Support Coordination, we are called your **NDIS service provider**.



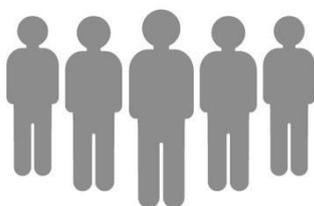
There are rules we must follow to make sure we give you good and safe support.



These rules make sure we help you to find support from people that works for you and that you like.



You can choose from lots of providers to help you with the supports you want. Life Without Barriers may be one of those choices.



LIFE WITHOUT BARRIERS

Because we help with Support Coordination, and we can help you with other supports, this is called a **conflict of interest**.



A conflict of interest happens when our job is to help you pick what is right for you.



We cannot make you choose or tell you that you must pick Life Without Barriers for your support.



This choice is yours to make.  
You decide who provides your support.

This means we must always:



- ✓ Tell you about your choices so you make the right decision



- ✓ Give you the right information about your choices



- ✓ Listen to and support your choices



- ✓ Give you the right support for your needs and goals



- ✓ Never tell you what to do or make you feel bad about the choices you make

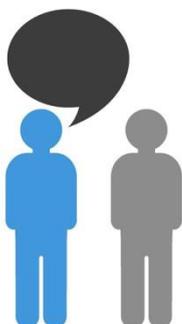


In every choice about your support, you always come first.



If you feel like your choices are not being respected, tell people you trust.

We want you to always tell us what you want from your support.



If you have any questions, talk to your **support network.**

We call the people you trust, like family and friends, your support network.



You and your support network can also talk to the NDIS Quality and Safeguards Commission.

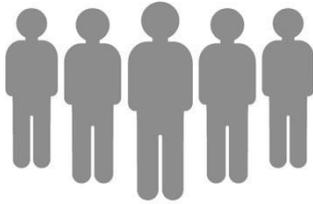
You can:



- ✓ **Call**  
1800 035 544



- ✓ **Website**  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



LIFE WITHOUT BARRIERS

You and your support network can contact  
Life Without Barriers

You can:



- ✓ **Email**  
[info@lwb.org.au](mailto:info@lwb.org.au)



- ✓ **Call**  
1800 935 483



- ✓ **Website**  
[www.lwb.org.au](http://www.lwb.org.au)



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This Easy English book was made by Life Without Barriers.

Life Without Barriers uses Easy English and accessible information so that people know  
the different ways we can support them.

This book was approved by Theo Gruschka on 15/02/2024.