

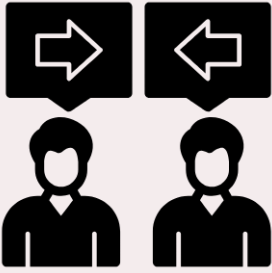
## Easy Read – Conflict of Interest

Your Choice. Your Decision.

**Everything you need to know about  
Conflict of Interest when a provider offers  
more than one type of service**

When you read the word **'We/Our'** in this document, it means **National 360**

When you read **You** or **Your**, it means **you, the participant.**



## Conflict of Interest (COI)

A **conflict of interest** can happen,

when we recommend an **additional** service,  
and

**we also provide** that service.



## Our Recommendations

When your clinician **recommends a service**, it is based only  
on

**your needs**

and

their **clinical opinion**.

The **recommendation** is made to help you work **towards**  
your **NDIS goals**.

**You** are always in **control** of your **decisions**.



## How we will manage it

If we recommend a support that we also provide, we will:

- Tell you **clearly** that we also offer that service
- Explain why **we believe it may help you reach your goals**
- Remind you that **you can choose a different provider**
- Support you to **seek other options**

- Document our discussion and **your decision**

We will always be **open and transparent**.

We will **never pressure** you to choose our services.



## Your Rights

You have the right to:

- **Choose** your own provider
- Say **yes or no** to any service
- Ask **questions**
- **Take time** to make a decision
- Have information explained in **a way you understand**



## What supports are available?

- Talk to a **trusted** family member or friend
- Speak with your **Support Coordinator**
- Talk to your **clinician**
- Contact National 360 on **1300 340 440** or [client.support@national360.com.au](mailto:client.support@national360.com.au)



## Our commitment to you

- We will always act **in your best interests**
- Our recommendations are based on what will **help you achieve your NDIS goals** and best possible outcomes.
- Your **choice and control** always comes first.



## Support and Information from the NDIS

- The NDIS has information about how to understand **conflicts of interest** with providers.
- You can **read more** on the NDIS website [here](#)
- You can also **contact the NDIS directly** if you would like more information or support.