

What is conflict of interest?

A conflict of interest may occur when someone has real or perceived competing private and professional interests. These interests may make it difficult to fulfil their professional duties without bias or the perception of bias.

Support coordinators must act with integrity, honesty and transparency

Under the [NDIS Code of Conduct](#) , all NDIS providers, including support coordinators, must act with integrity, honesty and transparency under the NDIS Code of Conduct.

To do this, support coordinators must:

- recommend and provide supports and services appropriate to the needs of the participant
- maintain integrity by declaring and avoiding any real or perceived conflicts of interest
- avoid engaging in, participating in or promoting sharp practices. These are practices that are not illegal but are unethical, unscrupulous or not in the interests of participants.

The [NDIS Practice Standards](#) also set out what registered NDIS providers are required to do to avoid real or perceived conflicts of interest in the delivery of supports and services.

The [NDIS Commission](#) can take action against a provider if these obligations are not met.

Participants, providers and other stakeholders are encouraged to raise any concerns – including where there are potential real or perceived conflicts of interest with the NDIS Commission for further investigation.

The NDIA will similarly raise any concerns with the NDIS Commission should we become aware of situations where a support coordinator's real or perceived conflicts of interest may be adversely affecting participant outcomes.

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