



# Support Coordination Conflict of Interest

## Your Choice and Control

Karakan promotes a clear understanding of conflicts of interest to empower your choice and control, and to ensure the independence of our support coordination service.

## What Does a Support Coordinator Do?

A support coordinator will help you understand and implement your plan, so you can build capacity to pursue your goals. This includes assisting you to connect with services and supports that are aligned with your needs and preferences.

## What is a Conflict of Interest?

A conflict of interest is when someone has interests or is influenced by something that could affect their independence. This could make it difficult for them to balance competing interests, or they could be seen to be influenced by those interests.

## Engaging Karakan

Karakan provides both support coordination and support services. An example of a potential conflict of interest is when a Karakan support coordinator connects you with supports provided by Karakan without supporting you to consider other providers.

Your Karakan support coordinator will ensure you are always supported to explore multiple options to engage the supports you need, and always put your choice first.

## Key Message

**Engaging Karakan for both support coordination and direct supports is your choice. Your support coordinator will help you to explore all options, including support providers other than Karakan.**

**Doing so makes sure your support choices remain as open as possible.**

The above information is provided to make sure you know that we will not restrict, influence, or direct your decision making or limit your support opportunities. This is our commitment to you and to upholding the *NDIS Code of Conduct*.