



Conflict of Interest Policy: Kindship Employees

Purpose

This Conflict of Interest Policy establishes the expectations and responsibilities for all Kindship employees regarding conflicts between personal and professional interests. Given our mission to employ parents of children with additional needs, we recognise that conflicts of interest may arise. This policy provides detailed guidance on identifying, disclosing, and managing conflicts to maintain integrity, fairness, and transparency in alignment with our organisational values and legal obligations under the National Disability Insurance Scheme (NDIS).

This policy is designed in alignment with the NDIS Code of Conduct, ensuring that all employees act in the best interest of participants, disclose conflicts of interest promptly, and maintain transparency in all business practices.

Scope

This policy applies to all employees, contractors, and volunteers of Kindship involved in providing advice and support to NDIS participants and Kindship community members. It governs all interactions with participants, their families, and other stakeholders, ensuring that personal interests do not compromise professional duties.

Definitions

Conflict of Interest: An employee's personal interests conflict, or appear to conflict, with their professional obligations to Kindship. This includes situations where personal relationships or financial interests could influence, or be seen to influence, the employee's decisions or actions at work.

Actual conflict of interest: Occurs when a person's personal interests, like financial gain or relationships, directly influence their professional decisions or actions. For example, if a plan manager recommends a service provider they personally own or have a financial stake in, this is an actual conflict because their decision is influenced by their own interest, not just what's best for the participant.

Perceived conflict of interest: An individual's actions or decisions might be influenced by personal interests, even if there's no actual conflict. It's the appearance or impression that someone may be biased due to personal, financial, or other relationships, which

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could affect their impartiality or objectivity. The perception alone can undermine trust or credibility, even if no wrongdoing occurs.

Potential conflict of interest: When a person's personal interests might influence their decisions in the future, even if it hasn't happened yet. For example, if a plan manager has plans to work with a service provider they don't currently have a connection with, but might in the future, this is a potential conflict because it could affect their choices later on.

Employee: Any permanent, temporary, or casual staff member, contractor, or volunteer working for Kindship Plan Management.

Immediate Family Members: Includes spouses, domestic partners, parents, siblings, children, grandparents, grandchildren, and any other relatives who reside in the same household or with whom the employee has a close personal relationship.

NDIS Participant: An individual receiving services under the National Disability Insurance Scheme.

Policy Statement

Kindship is committed to ensuring that all employees act with integrity and transparency. Employees are required to:

- Avoid situations where personal interests conflict, or appear to conflict, with their professional responsibilities to NDIS participants.
- Disclose any potential conflicts of interest in accordance with this policy as soon as they arise.
- Refrain from participating in decision-making processes where a conflict of interest exists.
- Ensure that the advice provided to NDIS participants is objective, based solely on the participants' needs and best interests.

Employee Responsibilities

Avoid Conflicts

Employees must take all reasonable steps to avoid situations that result in actual, potential, or perceived conflicts of interest.

Approved by: Summer Petrosius CEO - Kindship Plan Management	Version: 2
Approval date: June 2025	Next scheduled review: June 2026



Employees should not engage in activities outside of work that could conflict with the interests of Kindship or its clients.

Disclosure of Conflicts

All Kindship employees must complete and sign a conflict of interest declaration form upon commencement and promptly update the conflict of interest declaration form if circumstances change (e.g. if you start a second job with an NDIS provider or have a relative join the sector). The Chief Operating Officer will record these in our Conflict of Interest Register and review any declared conflicts to decide on necessary actions.

Employees must disclose any actual, potential, or perceived conflicts of interest as soon as they arise, even if they are unsure whether a conflict exists.

Procedure

Conflict of Interest Declaration Form: Employees are required to complete the Conflict of Interest Declaration Form (see attachment 2), providing detailed information about the nature of the conflict.

Submission Process: The completed form must be submitted to the Chief Operating Officer or Director within five (5) business days of identifying the conflict.

Register Maintenance: The Chief Operating Officer will maintain a confidential Conflict of Interest Register, recording all disclosures and the actions taken (see attachment 3).

Participation in Review: Employees must cooperate in any investigation or review of the disclosed conflict and comply with any mitigating actions determined by management.

Ongoing Disclosure: If circumstances change, employees must update their disclosure promptly to reflect any new or altered conflicts.

Gifts, Benefits and Incentives

Kindship Plan Management and its employees do not accept any gift, commission or financial incentive for referring participants to other services. Our recommendations are based solely on participant need and preference. Kindship employees will not offer incentives to attract participants to use particular services.

Approved by: Summer Petrosius CEO - Kindship Plan Management	Version: 2
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Kindship employees are prohibited from accepting any form of gift, commission, or financial incentive related to the referral or recommendation of services or providers. All offers must be reported to the Chief Operating Officer, who will determine the appropriate response.

Segregation of Duties

Family Members as NDIS Participants

Employees who have immediate family members or close relationships with participants of the NDIS must disclose this relationship.

Employees must not be involved in the management, processing, or decision-making related to their family members' or close friends' NDIS plan or services provided by Kindship. Kindship plan managers will ensure invoices from participants declared as a conflict of interest are reviewed to the highest standard and not favoured in any way.

Employees who are required to recuse themselves from decision-making due to a conflict will be assigned to an alternative role or project by management to ensure impartiality is maintained.

Employees will be restricted from accessing or handling any invoices, records, or communications related to their family member's NDIS plan. Access controls will be implemented to prevent unauthorised access to sensitive information.

Kindship's remote work structure ensures geographical and operational separation, reducing potential conflicts and promoting impartiality.

Assessment and Management of Conflicts

Assessment Criteria

Nature and Impact: Evaluate how the conflict affects decision-making and the employee's role.

Financial Implications: Determine if the conflict involves potential financial gain.

Frequency and Duration: Assess whether the conflict is a one-time occurrence or ongoing.

Organisational Impact: Consider the effect on company operations, reputation, and compliance.

Stakeholder Perception: Reflect on how external and internal stakeholders may perceive the conflict.

Approved by: Summer Petrosius CEO - Kindship Plan Management	Version: 2
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Resolution Procedures

All Conflicts of Interest will be reviewed by the Kindship Risk Committee, comprising the CEO, Director/Chief Technology Officer and Chief Operating Officer. The Risk Committee will assess all disclosed conflicts.

The Risk Committee will determine whether the conflict is material or immaterial and develop an action plan to mitigate risks. Materiality will depend on whether sufficient controls and segregation of duties can be implemented.

The employee will be informed in writing of the outcome and any required actions within ten (10) business days of disclosure.

In all cases of conflict resolution, the primary consideration will be the best interests of the participant, ensuring that any decision made is in line with the participant's preferences and needs. The Risk Committee will evaluate conflicts with the full knowledge of these priorities in mind.

Compliance and Enforcement

Periodic internal audits will include a review of employee disclosures, the effectiveness of conflict resolution actions, and adherence to mitigating controls, occurring at least annually or more frequently as needed.

The Risk Committee will investigate any suspected breach. Failure to disclose a conflict of interest or violation of this policy may result in disciplinary action, including termination of employment.

Annual Training and Review

To uphold ethical standards and ensure compliance with this policy:

All employees will participate in mandatory training sessions on conflict of interest awareness, identification, and management. These sessions will cover relevant scenarios and case studies.

All employees must complete conflict of interest and ethical conduct training upon hire and annually thereafter.

Team meetings will include reminders about the importance of conflict of interest awareness and disclosure at least quarterly.

Approved by: Summer Petrosius CEO - Kindship Plan Management	Version: 2
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This Conflict of Interest Policy will be reviewed annually to ensure its effectiveness and relevance. Any significant changes to the NDIS regulations or Code of Conduct will trigger an immediate review of this policy to ensure continued compliance.

This policy serves to protect both the employees and the NDIS participants and Community of Kindship by ensuring that Kindship complies with the NDIS Practice Standards, which mandate transparency, informed choice, and the safeguarding of participant interests in all interactions and recommendations.



Summer Petrosius
Director

14th June 2025

Attachments

Attachment 1: Process to Declare a Conflict of Interest

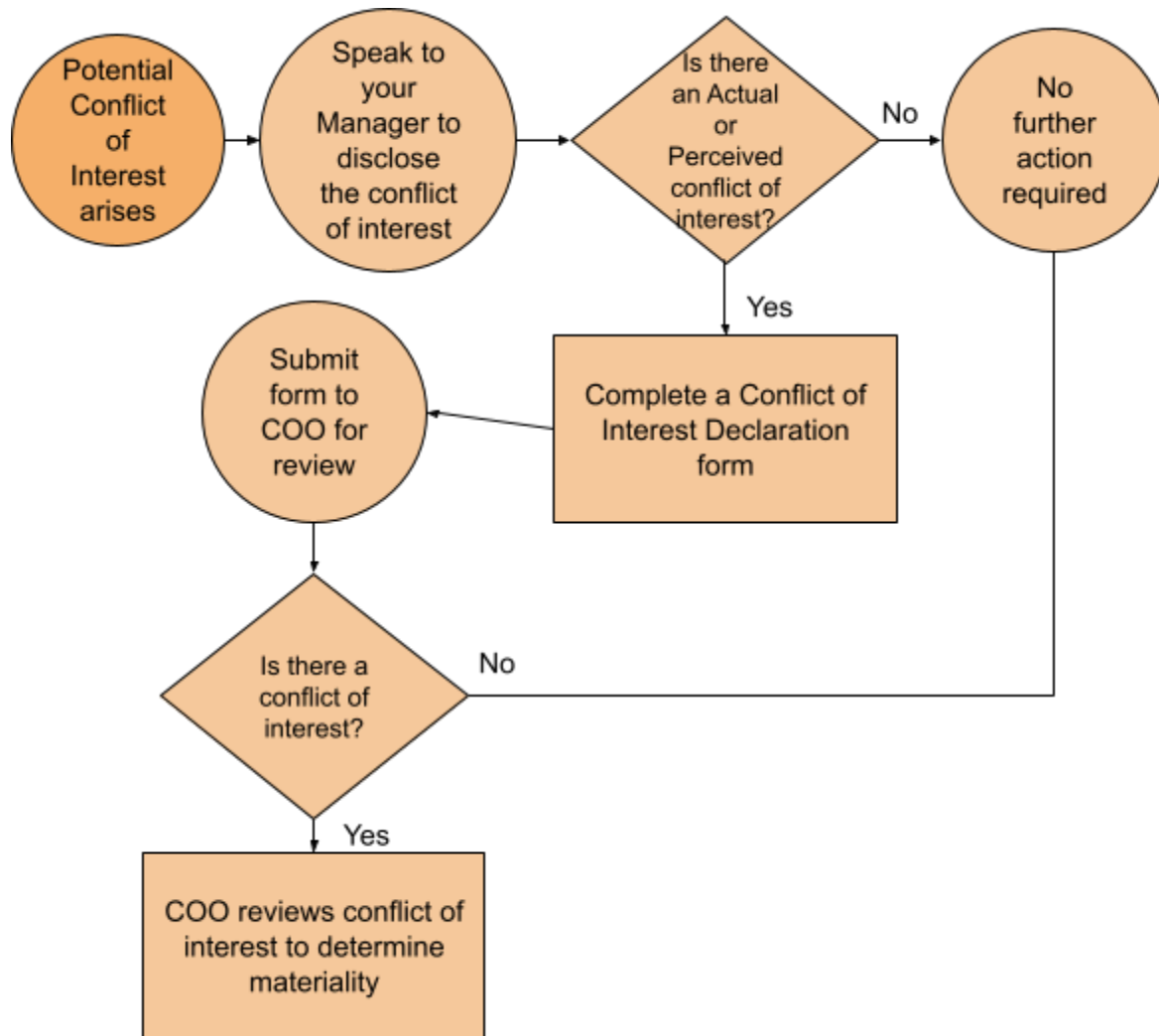
Attachment 2: Conflict of Interest Declaration Form

Attachment 3: Conflict of Interest Register

Attachment 4: Conflict of Interest NDIS Code of Conduct Analysis

Approved by: Summer Petrosius CEO - Kindship Plan Management	Version: 2
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Process to Declare a Conflict of Interest



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ATTACHMENT 2

Kindship Conflict of Interest Declaration Form

This form is intended to be filled out online. It can be located at:



Employee Full Name

Position Title

Department

- Member Services
- Plan Management
- Services - Onboarding
- Marketing and Member Services
- Tech team
- Other:

Kindship Plan Management Conflict of Interest Declaration Form

This form is designed to disclose any situations where an individual's personal, financial, or professional interests might influence or appear to influence their duties or decision-making within Kindship.

Section 1: Conflict of Interest Disclosure

A separate disclosure form is required for EACH conflict of interest

What is a Conflict of Interest: A situation where an employee's personal interests conflict, or appear to conflict, with their professional obligations to Kindship. This includes situations where personal relationships or financial interests could influence, or be seen to influence, the employee's decisions or actions at work.

Describe the Conflict

Please provide a detailed description of the actual, potential, or perceived conflict of interest:

Nature of the Conflict (Please check all that apply)

Personal Financial Interest

Family relationship

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Approval date: June 2025	Next scheduled review: June 2026



Personal relationship with a client or stakeholder

Professional or business relationship outside of Kindship

Other:

Details of the Relationship or Interest

If the conflict involves a family member or close relationship, please provide the name and relationship of the person(s) involved:

Relationship or interest 1:

Full Name

Relationship to Employee

Are they an NDIS Participant or provider?

Are they plan managed by Kindship or a provider submitting invoices to Kindship?

Relationship or interest 2 or more:

Full Name

Relationship to Employee

Are they an NDIS Participant or provider?

Are they plan managed by Kindship or a provider submitting invoices to Kindship?

Impact on Role

How could this conflict influence your professional responsibilities, decisions, or actions at Kindship?

Section 2: Conflict of Interest Mitigation Plan

Mitigating Actions

What steps will you take to mitigate or manage this conflict of interest? (For example, recusal from decisions, altering responsibilities, etc.)

Additional Support Required

Do you require assistance or guidance from Kindship management to effectively manage this conflict?

Yes

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Approval date: June 2025	Next scheduled review: June 2026



No

If yes, please describe the support you require

Employee Acknowledgement

I acknowledge that I have disclosed all actual, potential, or perceived conflicts of interest to the best of my knowledge. I understand that it is my responsibility to update this form if circumstances change, and I agree to follow the actions outlined in this declaration and any additional guidance provided by Kindship management.

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Conflict of Interest Register (sample)

Register No.	Employee Name	Position	Date of Declaration	Conflict Description	Type of Conflict	Mitigating Actions	Executive Reviewer	Status	Date of Resolution
1									
2									
3									

Column Definitions

- **Register No.:** A unique identification number will be assigned to each entry in the register.
- **Employee Name:** Full name of the employee disclosing the conflict of interest.
- **Position:** The employee's job title or role within Kindship Plan Management.
- **Date of Declaration:** The date on which the conflict of interest was declared.
- **Conflict Description:** A brief summary of the nature of the conflict, including relationships or interests involved.
- **Type of Conflict:** The type of conflict (e.g., family relationship, financial interest, personal relationship with stakeholders, etc.).
- **Mitigating Actions:** A summary of the steps being taken to mitigate or manage the conflict (e.g., recusal from decisions, reassignment of responsibilities, etc.).
- **Executive Reviewer:** The name of the executive or manager responsible for reviewing and approving the conflict declaration and any mitigating actions.
- **Status:** The current status of the conflict (e.g., Active, Resolved, Under Review).
- **Date of Resolution:** The date on which the conflict of interest was resolved or closed.

This register should be updated regularly and maintained as part of Kindship Plan Management's governance and compliance documentation.

Approved by: Summer Petrosius CEO - Kindship Plan Management	Version: 2
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Conflict of Interest NDIS Code of Conduct Analysis

Can Employees of Kindship Plan Management have their family, who are NDIS participants, plan managed by Kindship?

The NDIS Code of Conduct establishes expectations for registered NDIS providers and their workers, emphasising the importance of integrity, professionalism, and ethical behaviour in all interactions with participants. Regarding employees who work for a plan manager while having a child who is an NDIS participant managed by that same plan manager, the Code of Conduct includes several relevant principles:

1. **Integrity:** Employees must act with honesty and integrity in all their dealings. This includes disclosing any potential conflicts of interest that may arise when personal relationships intersect with professional responsibilities.
2. **Respect:** Employees are required to treat all participants with respect, regardless of personal relationships. This includes maintaining professional boundaries and ensuring that personal circumstances do not influence the quality of service provided.
3. **Conflict of Interest:** Employees should be aware of and disclose any conflicts of interest, particularly if their personal relationships could impact their professional duties. This means that if an employee's child is an NDIS participant managed by the same organisation, the employee must declare this relationship to ensure transparency and integrity in service delivery.
4. **Participant-Centred Practices:** The Code emphasises that services must be provided based on the best interests of the participant. Employees must ensure that their personal relationships do not compromise the impartiality and objectivity of the services being provided.
5. **Accountability:** Employees are responsible for their actions and must ensure that they uphold the values and standards of the NDIS in all professional interactions.

In summary, while employees can work for a plan manager who manages their child's NDIS plan, they must adhere to the principles outlined in the NDIS Code of Conduct, particularly regarding integrity, respect, conflict of interest, and participant-centred practices. They must disclose their relationship and ensure that it does not interfere with the ethical delivery of services.

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