

STANDARD OPERATING PROCEDURE

Name	Conflict of Interest Policy
Revision Number	2
Implementation date	21/10/2022
Last review date	21/10/2023
Approver	Kristen Wilson

Overview	KitKen Cares PTY LTD is committed to identifying and reducing areas where a conflict of interest may occur and affect the care of a participant. We are committed to ensuring participants support is overseen by unbiased robust governance and operational management systems.
Purpose	To enable the Director and workers of KitKen Cares PTY LTD to effectively identify and manage potential or actual conflicts of interest. • KitKen Cares PTY LTD and its Workers are required to perform the duties and activities of their position with the highest level of integrity and independence, in a professional and ethical manner. • They must avoid or eliminate any conflict of interest or situation that could reasonably be perceived as a conflict of interest and immediately report it to their manager, or the Director as appropriate. • Although this policy details certain behaviours that may lead to a conflict of interest or the appearance of a conflict of interest, it is impossible to anticipate all situations that could lead to one. • Employees may also inadvertently find themselves in a situation that leads to or could be perceived as a conflict of interest. These need to be discussed with their manager as appropriate and disclosed where necessary. • When providing support to Participants under the NDIS, any conflict of interest should be declared to reduce any risks to participants.

	• Compliance with this policy is a condition of employment. Failure to comply with these provisions may result in disciplinary action, up to and including termination of employment. • The organisation and its workers will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family to limit that person's access to information, opportunities, and choice and control. • The organisation and its workers will ensure that KitKen Cares PTY LTD proactively manages perceived and actual conflicts of interest in service and support delivery.
Roles and Responsibilities	All Workers will: • Manage, document and report on both organisational and individual conflicts as they arise. • That any advice to a Participant about support options including those not delivered directly by KitKen Cares PTY LTD is transparent and promotes choice and control. • KitKen Cares will ensure all staff receive advice to report any conflict of interest to the Director to manage.
Definitions	• Key Management Personnel means key management personnel, as defined in the organisational chart, involved in KitKen Cares PTY LTD. • Participant means a person involved in activities of KitKen Cares PTY LTD • Director oversees Management and manages the affairs of KitKen Cares PTY LTD. • Principal means the owner and or the Board of Management or their delegate of KitKen Cares PTY LTD • Worker means a person employed on a permanent, fixed term or casual contract. It also includes any contractors or volunteers employed by KitKen Cares PTY LTD and includes the principal

Scope of this Policy	This Policy applies to the Management of KitKen CARES PTY LTD and its workers, contractors, and volunteers.
NDIS Practice Standards	In maintaining and managing a quality organisation this policy relates to the following Practice Standards as outlined in https://www.ndiscommission.gov.au/document/986 Standards 1, 2 & 3 • Standard 1 Rights and Responsibilities • Standard 2 Provider Governance and Operational Management • Standard 3 Provision of Supports.
Other Relevant Documentation and Legislation	This policy is relevant to all States and Territories Australia wide and is to be read in conjunction with the legislation listed in the Legislation register and other policies and procedures as mentioned. • https://www.legislation.gov.au/Details/F2018L00629 • Conflict of Interest Declaration • Policy Register • Conflict of Interest Register
Procedures	Actions or Behaviours to Avoid Below are a range of situations, behaviours or events that should be avoided at all costs by employees, managers or other contractual third parties engaging in business with KitKen Cares PTY LTD. Personal Interest Employees must ensure that no conflict exists or could appear to exist between their personal interests and those of KitKen Cares PTY LTD potential competitors, customers, partners, vendors, suppliers, or other business entities in which you have a direct or indirect financial interest. Employees and Managers must not: • Take part in or attempt to influence any KitKen Cares PTY LTD decision or any business dealings with a current or potential

	competitor, customer, partner, vendor, supplier, or other business entity in which you have a direct or indirect financial interest. • Use the premises or equipment, supplies or services of other employees to KitKen Cares PTY LTD to promote their personal interests. • Use confidential information for their personal benefit during or after employment with KitKen Cares PTY LTD • Be in a position where they could benefit directly or indirectly from a KitKen Cares PTY LTD business transaction (e.g., supplier of goods or services, contract, license or partnership) • Give preferential treatment to any supplier or other person doing business with KitKen Cares PTY LTD to service their personal interests. • Invest in, own, have an interest in, or be an employee of an organisation that might have an interest direct or indirect in any KitKen Cares PTY LTD commercial transaction, except in the case of a widely held public company whose dealings with KitKen Cares PTY LTD do not represent a substantial portion of its total business. This should not be read as an exhaustive list of all circumstances that could lead to a real or perceived conflict of interest. Family Friends and Romantic Relationships Employees and managers must not: • Use their position or contacts at KitKen Cares PTY LTD to promote their personal interests or those of a family member or person with whom they have a close personal or professional relationship. • Take part in or attempt to influence any KitKen Cares PTY LTD related decision or business dealings (including those concerning current or potential customers, partners, vendors, or suppliers) that may benefit or appear to benefit a relative, close personal friend or a business enterprise in which a relative or close personal friend is involved or has a direct or indirect financial interest. • KitKen Cares PTY LTD generally does not permit work situations where a manager directly or indirectly manages a relative or a person with whom he/she has a romantic relationship. If you are aware that KitKen Cares PTY LTD plans to hire your relative or a person for a position with whom you have a romantic
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	relationship that directly or indirectly reports to you, you must disclose that information immediately. • If, during the course of your employment, a romantic relationship develops between you and another KitKen Cares PTY LTD employee within your direct or indirect reporting chain, you both must promptly disclose that information. Although employees involved in a consensual relationship are individually responsible for disclosure, a manager's failure to report such a relationship will be grounds for appropriate disciplinary action. Relationships and Favouritism Employees shall not grant or appear to grant preferential treatment to a person with whom they have a close personal or professional relationship. In some situations, past relationships may also give rise to a perceived conflict of interest and should be treated as such. If an employee is in a situation where he or she could make a decision (e. g. hiring, evaluation, discipline, promotion, reward, any other form of discretionary control or the awarding of a contract) involving, directly or indirectly, a person with whom he or she has a close personal or professional relationship, the employee must: • Disclose the potential conflict to his/her manager. • Refer the decision to the manager or someone designated by him/her. • Refrain from making any recommendations or conveying views related to the decision. In addition, if an employee is in a position of authority over a person with whom he or she has a close personal or business relationship, the manager must change the hierarchical relationship between the employee and that person. The manager may also take other measures to reduce the appearance of conflicts of interest, if necessary. Outside Business Activities Employees are permitted to engage in outside employment or activities as long as they inform their manager prior to starting such activity, and to the extent that:
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	• It does not compete with or reflect adversely on KitKen Cares PTY LTD or give rise to a conflict of interest. • It does not engage in any outside activity that is likely to involve disclosure of KitKen Cares PTY LTD's proprietary information or that is likely to divert time and attention from your responsibilities at KitKen Cares PTY LTD. • It could not be reasonably perceived as compromising the integrity, independence and impartiality expected from KitKen Cares PTY LTD or bring KitKen Cares PTY LTD into disrepute. • It does not inappropriately exploit the employee's connection with KitKen Cares PTY LTD. • It does not restrict your availability or efficiency. • It does not involve acting as a spokesperson for another organisation. • Employees may be permitted to write books or work on other creative projects that are not in competition with KitKen Cares PTY LTD as long as they respect the criteria for outside activities mentioned above and obtain prior written authorization from their manager. You are not required to seek approval of the following activities: • Any affiliation with a trade association, professional association or other such organisation related to your work or position at KitKen Cares PTY LTD. • Participation in non-profit civic or charitable activities, including serving as a member of a board of directors or technical advisory board. However, you must obtain approval if the entity is an KitKen Cares PTY LTD customer or expects to receive or seek a contribution from KitKen Cares PTY LTD. • Positions with co-op boards, condominium associations and similar entities where the sole purpose of such participation would be to hold title to and/or manage real property in which you can or do reside. • Positions with holding companies, trusts or other non-operating entities established solely for purposes of you or your family's investment, estate, or tax planning or to hold you, your family's real estate or other investments that would not otherwise require disclosure under this policy. If the manager considers the outside activity to be inappropriate, considering the criteria mentioned above, it must inform the employee
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	in writing and the employee must avoid, discontinue, or modify his/her participation in such activities accordingly. Disclosures and their assessment by the manager must be documented in the Conflict of Interest Register. Gifts Hospitality and Other Benefits Accepting a gift, a benefit, or an offer of hospitality for oneself or for a colleague, family member or friend can lead to uncomfortable situations or to real or perceived conflicts of interest. Employees may occasionally accept unsolicited gifts, hospitality, free travel, tickets, or invitations to sports or entertainment events (e.g., football game, round of golf, theatre show or concert) or other benefits. It is also permitted to occasionally accept a working meal of reasonable value paid for by a third party. However, employees must not accept gifts, hospitality, free travel, tickets, or invitations to sports or entertainment events or any other benefits: • That could influence, or be perceived to influence, their judgment and/or their performance of duties. • That are offered by a business partner and/or supplier of goods or services involved in an active request for proposal, sole source contract procedure or contract discussions, or in the six months following such a process, or as soon as they know such a process will begin in the near future. • That are offered by a business partner and/or supplier whose performance the employee is evaluating. • That are cash, loans, discounts, or work rendered free of charge for personal purposes. • If the total value of what has been received from the same source within a 12-month period would exceed \$200.00 In circumstances where refusing a gift worth more than \$200 would prove rude or problematic, an employee is permitted to accept it. However, it becomes the property of KitKen Cares PTY LTD and must be handed over to the employee's manager, who must decide how best to dispose of it. Employees must also refuse invitations to a conference or other formal gathering not mentioned above, organised, or sponsored by an external party, a supplier, potential supplier, or business partner, unless their
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	manager determines that their attendance at such an event would not compromise or appear to compromise the objectivity, independence, impartiality, or integrity of the employee of KitKen Cares PTY LTD. KitKen CARES will manage Conflicts of Interest by requesting all employees: • Avoid conflicts of interest where possible. • Identify and disclose any conflict of interest immediately to the Manager. • Complete the Conflict of Interest Declaration form if any conflict is identified. • Complete the risk on the Conflict of Interest register. • Follow this policy and respond to any breaches as required. The KitKen CARES Conflicts of Interest Process: • Establishing a system for identifying, disclosing, and managing conflicts of interest across the company. • Monitoring and administering compliance with this policy. • Be aware when Conflicts of Interest arise to ensure conflicts are disclosed, managed, and resolved, with all pertinent details recorded in meeting minutes. • Participate in Conflict of Interest resolution. • All Conflicts of Interest must be registered in the Conflicts of Interest Register. • Register all Conflicts of Interest in the relevant participant or employee's personnel file. • Ensuring all staff have completed a Conflict of Interest and resolution training. • Reviewing this policy on an annual basis to ensure that the policy is operating effectively. • Take appropriate action for breaches of this Policy. KitKen CARES will provide information about conflicts of interest to Participants, their families, and carers in a variety of ways, such as the KitKen CARES website, social media channels and written information can also be explained to each participant using the language, communication method that the participant is most likely to understand.
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Policy Review	KitKen Cares PTY LTD may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year. All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback. All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.
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References
• Conflict of Interest Declaration • Conflict of Interest Register

Approval signature	
Name	Kristen Wilson
Position	Director
Signature	
Date approved	21/10/2023