

# REDRESS SUPPORT SERVICES

## Independence Assurance Management Strategy

The Independence Assurance Management Strategy outlines your organisation's conflicts of interest, strategies to manage these, and ways to review and improve their effectiveness.

It is important that the support and advice provided to clients is as independent as possible from any actual or perceived influence from an institution responsible for child sexual abuse.

There is a conflict of interest where you are attempting to serve two or more interests that are not compatible. For example, there is a conflict of interest when a Redress Support Service assists a person to prepare an application to the National Redress Scheme that may result in a financial liability for the organisation they work for, or one closely associated with that organisation.

Conflicts include formal links between organisations, board members, key personnel, et cetera, or perceived associations where a reasonable person may see a link between two organisations. Organisations should consider how they can assure any client that the service they are attending is transparent and independent from organisations responsible for abuse.

Institutional abuse occurred in a range of organisations that provided 'care' for children, but can also include sporting and recreational institutions, schools and training providers, secular or religious community services, for profit and not-for-profit organisation, government and non-government institutions, and many more.

Some conflicts of interest can be managed within an organisation, but some cannot.

Declaring your organisation's real and perceived conflicts is a key component of managing conflicts to ensure they do not adversely affect your organisation, existing or potential clients or the Australian Government. Even a perceived conflict could result in a complaint about your organisation if a client believes that they may not receive impartial advice. However, clear and transparent communication and disclosure should provide reassurance to existing and potential clients.

To address this issue, the department seeks assurance that your organisation takes conflict of interest seriously, that systems are in place to manage it and that your organisation is open and transparent with clients and the department.

## Instructions

For this strategy, identify your organisation's real or perceived relationships with organisations and people responsible for all forms of institutional child abuse. Please provide a brief description of the conflict of interest, the strategies your organisation has in place to manage them, and how your organisation will review these to ensure they remain effective.

If your organisation does not have a conflict of interest to declare, please briefly outline the steps you have taken to come to this conclusion.

Conflicts may exist at an organisational level, so your completed template should describe any links or associations with any organisation responsible for institutional abuse. Associations could be financial, affiliations, legal ties, sponsorships, etc., or your organisation may have an agreement to provide training or support to staff at a responsible institution.

Management/board members refers to the professional and personal linkages and affiliations of the persons in those roles. This could include existing or past Board membership or employment. Similarly, staff delivering support services may have past or existing affiliations that could be seen as potential conflicts of interest. Please identify the role of the individual, but do not include names. For example: *A board member previously worked in Human Resources at an organisation responsible for institutional abuse; the following strategies are in place to manage this.*

Conflicts also apply to subcontracted or brokered services or services that your organisation refers clients to for other types of support. Please detail how your organisation sources suitable services for Redress clients to ensure they receive impartial and independent support and advice.

Strategies to manage and mitigate these conflicts may include, but are not limited to, publicly available conflict of interest declarations, codes of conduct, training, internal processes to identify and prevent conflicts of interest from arising, and documented evidence showing that a client understands there is a potential conflict of interest and agrees to continue to receive services.

The template should also include how your organisation will manage and monitor disclosed conflicts and how you will review and improve the described strategies. This should also include mechanisms for addressing complaints regarding conflict of interest or possible breaches.

If you have any questions regarding this template, please call your Funding Agreement Manager for assistance.

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<b>Organisation Name</b>		<b>Grant Activity ID</b>	
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This document outlines your organisation's strategy to ensure there is real and perceived independence of Redress Support Services from institutions responsible for child abuse. In the table below, please provide a brief description of the conflict of interest, the strategies your organisation has in place to manage them, and how your organisation will review these to ensure they remain effective.

Type of conflict	Disclosure Brief description of the conflict	Strategy What is your strategy to manage the conflict?	Management How will you review and improve the strategy?
<b>Organisational</b>			
<b>Management/ board members</b>			
<b>Staff</b>			
<b>Other services (Referrals, brokerage, subcontractors)</b>			
<b>Other</b>			