

National Redress Scheme

For people who have experienced institutional child sexual abuse

REDRESS SUPPORT SERVICES

Independence Assurance Management Strategy

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

If it is not possible to remain independent, 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 could include formal links between organisations, board members, key personnel, etc., or perceived links where a reasonable person may see a link between two organisations. Organisations should consider how they would be able to assure an applicant coming forward that the service they provide is transparent and independent from organisations responsible for abuse.

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

The Independence Assurance Management Strategy asks you to outline your organisation's conflicts of interest, strategies to manage these, and your approach to review these to ensure they remain effective.

Declaring your conflicts assists in managing real and perceived conflicts of interest 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 conflict of interest is taken seriously, that systems are in place to manage it and that you are open and transparent with your clients and us.

Instructions

For this strategy, you must identify the relationships that your organisation has with organisations and people responsible for all forms of institutional child abuse. This includes real or perceived conflicts of interest.

Please provide a brief description of the conflict of interest, the strategies you have in place to manage this, and how you will review these to ensure they remain effective. If you do not have a conflict of interest to declare, please briefly outline how you determined this.

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.

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 engaged in delivering support services may have past or existing affiliations that could be seen as potential conflicts of interests. Please identify the role of the individual, but do not include their names. For example, a board member previously worked in Human Resources at an organisation responsible for institutional abuse.

Conflicts also apply to other services that are subcontracted, brokered or referred to, to provide support to clients engaging in the National Redress Scheme. The template should detail how your organisation would source a suitable service 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, documented evidence showing that a client understands there is a potential conflict of interest and has agreed to continue to receive services, or internal processes to prevent a conflict of interest from arising.

The template should also include how your organisation will manage and monitor disclosed conflicts and how you will review and improve the described strategy. This should also include mechanisms for dealing with 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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Organisation Name		Grant Activity ID	
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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, list your associations/links with institutions responsible for child abuse and your strategy to address any real, perceived or potential issues to ensure Redress Support Service maintain independence.

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?
Organisational			
Management/ board members			
Staff			
Other services (Brokerage, Referrals, subcontractors)			
Other			