

QFKC Conflict of Interest Position Statement

Purpose

This statement outlines Queensland Foster and Kinship Care's (QFKC) position on managing potential conflicts of interest to ensure that service users accessing any QFKC programs are treated fairly, equitably and without disadvantage due to their involvement in other QFKC programs.

Scope

This position applies to all QFKC programs and services, including but not limited to:

- Individual Casework
- QFKC Support Team Program
- Legal Service
- Returning Carers Program
- Counselling Services
- Retention and Development Program
- Brisbane and Moreton Bay, Recruitment, Training and Assessment Program

Position Statement

QFKC is committed to delivering high-quality person-centred services that uphold the rights, dignity and wellbeing of carers and the children and young people they care for.

To maintain trust, transparency and integrity across all service areas, QFKC recognises the importance of identifying and managing real or perceived conflicts of interest.

QFKC ensures that engagement with one program does not preclude, disadvantage or otherwise negatively impact a service user's ability to access or benefit from any other program within the organisation.

Principles

1. Equity of Access

All Service users have the right to access any and all QFKC services for which they are eligible, regardless of their participation in other QFKC programs

2. Confidentiality and Information Management

Program teams will maintain appropriate confidentiality of information, information sharing across programs will only occur with the informed consent of the service user and in alignment with relevant privacy legislation and organisational policies.

3. Independence of Services

Program staff will operate independently to avoid bias or influence that could affect decisions, advice or support provided. Where potential conflicts are identified, appropriate boundaries will be implemented, including referral to an alternate staff

member where required. All QFKC's individual programs are separate applications on QFKC's SharePoint and only able to be accessed by the relevant program team members.

4. Transparency and Disclosure

All actual, potential or perceived conflicts of interest will be disclosed and managed as per QFKC's Conflict of Interest Policy, *Policy 1.5 Conflict of Interest Policy*. QFKC staff will inform service users of their rights and options if a conflict arises.

5. No Detriment Guarantee

Under no circumstances will a carer be penalised, deprioritised or denied access to a program or service due to their engagement with another QFKC service. QFKC ensures that any dual involvement is managed to enhance, rather than hinder the quality and continuity of care and support.

Implementation and Monitoring

QFKC has ensured that that individual programs have been set up to protect carers privacy and separate service delivery, QFKC's SharePoint *has been designed to allow program access to contracted staff members that are in those programs/positions. Staff members have restricted access to other programs that are not within their scope of work.* only provides access to individual programs to those staff members working in the programs.

QFKC have also created QFKC consent forms for programs where we are seeking information from other QFKC programs, and these processes are documented in relevant policy and procedures for those programs.

QFKC has developed Internal Consent Forms for programs where additional information may be requested from another program within the organisation, these processes are documented in relevant policies and procedures for those programs. Program managers are responsible for the oversight of compliance with these positions and will address concerns raised by carers promptly through QFKC's Complaint Management Policy, Policy 5.1 Stakeholder Complaints Policy.

Program managers are responsible for oversight of compliance with this positions and will address concerns raised by carers promptly and fairly through QFKC's complaint management policy.

Review

This position statement will be reviewed as necessary to reflect changes to QFKC's service delivery contracts.