



Whistleblower Procedure

What Policy This Procedure Relates To

Whistleblower Policy

What This Procedure Aims To Do

This procedure describes the governance processes required for clients, carers, families, and Wallara staff to raise concerns about breaches of Wallara’s legal or ethical standards.

Who This Procedure Applies To

All Wallara staff

Who Is The Document Owner

The General Manager Service Delivery is responsible for the maintenance and review of this procedure.

What Words In This Procedure Mean

“Disclosure” means a concern or allegation of improper conduct that is reported to a Protected Disclosure Officer.

“Improper conduct” means conduct of any person that is serious enough to be, if proved, a criminal offence or reasonable grounds for dismissal and that:

- Is dishonest, fraudulent or corrupt;
- Is a substantial mismanagement of Wallara’s resources;
- Involves a substantial risk to clients, Wallara staff, public health and safety or the environment;
- Misuses information or material acquired in the course of the performance of the person’s duties; or
- Is action taken against a Wallara staff member as a result of that staff member making a report under this or any other policy.

“Protected Disclosure Officers” – Wallara managers or staff with designated responsibility for receipt and acknowledgement of allegations of improper conduct reported to them under the Policy. The CEO and the HR Lead are designated Whistleblower Protection Officers. The Chairman of the Board is also designated to receive protected disclosures.

“Protected disclosure” means an allegation made where a person, public officer or public body has engaged, is engaging or proposes to engage in improper conduct; or take detrimental action against a person, under the Protection Disclosure Act 2012 (Vic).

“Wallara staff” refers to all persons engaged by or on behalf of Wallara, including employees, contractors, sub-contractors and volunteers.

Responsibilities

All Wallara Staff are responsible for adhering to this procedure.

Procedure



Step	Detail	Timeframe			
<p>1. Making a disclosure to a Protected Disclosure Officer</p>	<p>Any person (a discloser) can report allegations of improper conduct to a Protected Disclosure Officer. This includes:</p> <ul style="list-style-type: none"> • Clients; • Family members, guardians or members of a client’s natural supports; • Wallara staff; and • Members of the public. <p>A disclosure may be made:</p> <ul style="list-style-type: none"> • In person; • By phone; • By leaving a voicemail message; • In writing by post, personal delivery or email; • By any other form of electronic communication (but not fax). <p>A disclosure must be made in private. This means it is important that only the Protected Disclosure Officer can hear or receive the disclosure.</p> <p>If a disclosure is made verbally, the Protected Disclosure Officer may take notes of the discussion. The Protected Disclosure Officer should only record the conversation with the discloser’s permission.</p> <p>A discloser does not have to identify themselves when making a disclosure. However, the discloser should be aware that:</p> <ul style="list-style-type: none"> • If the disclosure is anonymous, this may affect how the disclosure is investigated; and • The discloser will not be notified of the outcome of any investigation; and • This will affect Wallara’s ability to protect the discloser from adverse measures if the discloser’s identity becomes known. <p>If discloser cannot be identified from the disclosure, the disclosure will be treated as an anonymous disclosure.</p> <p>To report improper conduct please contact the Wallara Protected Disclosure Officers. These people are:</p> <table border="1" data-bbox="300 1498 1334 1856"> <tbody> <tr> <td data-bbox="300 1498 684 1856"> Anastasia Zakharchenko HR Lead Corporate Services 03 8769 4330 0437 585 744 160 Bridge road, Keysborough azakharchenko@wallara.com.au </td> <td data-bbox="684 1498 1066 1856"> Phil Hayes-Brown Chief Executive 03 9767 3306 Mobile: 0411 738 610 Extension: 306 160 Bridge road, Keysborough phayesbrown@wallara.com.au </td> <td data-bbox="1066 1498 1334 1856"> David Willersdorf Chairman of the Board david@grenda.com.au </td> </tr> </tbody> </table> <p><u>A person may make an anonymous disclosure by:</u> Mail to PO box 363 Dandenong 3175, Or “<i>We want to hear from you</i>” on the Wallara Intranet homepage.</p>	Anastasia Zakharchenko HR Lead Corporate Services 03 8769 4330 0437 585 744 160 Bridge road, Keysborough azakharchenko@wallara.com.au	Phil Hayes-Brown Chief Executive 03 9767 3306 Mobile: 0411 738 610 Extension: 306 160 Bridge road, Keysborough phayesbrown@wallara.com.au	David Willersdorf Chairman of the Board david@grenda.com.au	<p>At any time</p>
Anastasia Zakharchenko HR Lead Corporate Services 03 8769 4330 0437 585 744 160 Bridge road, Keysborough azakharchenko@wallara.com.au	Phil Hayes-Brown Chief Executive 03 9767 3306 Mobile: 0411 738 610 Extension: 306 160 Bridge road, Keysborough phayesbrown@wallara.com.au	David Willersdorf Chairman of the Board david@grenda.com.au			



<p>2. Referrals from external agencies</p>	<p>Wallara does not receive “protected disclosures” under the Protected Disclosure Act 2012 (Vic). Receipt, handling and investigation of such protected disclosures are the responsibility of IBAC, the Victorian Ombudsman and other government agencies. These agencies may refer disclosures to Wallara where it is considered that the disclosure is not subject to the jurisdiction of those agencies, in which case this policy will apply.</p> <p>If this occurs, Wallara will comply with this procedure commencing at step 3.</p>	
<p>3. Internal Wallara Reporting processes</p>	<p>Issues of concern that may not relate to improper conduct can nonetheless be reported via:</p> <ul style="list-style-type: none"> • Wallara’s complaints system (for complaints or concerns by clients about Wallara’s service delivery) • Wallara’s incident reporting system; • Staff grievances via Wallara’s Staff Grievance Procedure. <p>It may be difficult to decide whether a particular concern should be raised under this procedure or under others. If a person is in doubt as to the correct route to follow, they are encouraged to raise the concern with a Protected Disclosure Officer who can advise on how the concern should be dealt with.</p>	<p>At any time as and when required under relevant policy and procedure</p>
<p>4. External Avenues of Complaint</p>	<p>If a person wishes to raise a complaint with an external body, alternative contacts are as follows:</p> <p>NDIS Quality and Safeguard Commission Address: PO Box 210 Penrith NSW 2750 Phone: 1800 035 544 (free call from landlines) Email: contactcentre@ndiscommission.gov.au</p> <p>Health Services Commissioner 26th Floor, 570 Bourke Street, Melbourne 3000 Phone: 1300 582 113</p> <p>Victorian Independent Broad-based Anti-Corruption Commission (IBAC) A person can make a disclosure to IBAC: Online at www.ibac.vic.gov.au/contact-us In person or in writing to Level 1, North Tower, 459 Collins Street, Melbourne, Victoria By telephone 9613 6222</p>	<p>At any time</p>



<p>5. Acknowledgement and assessment</p>	<p>Upon receipt of the disclosure, the Protected Disclosure Officer will:</p> <ul style="list-style-type: none"> Assess the disclosure; and Respond confidentially to the discloser and advise whether the disclosure is protected under the Whistleblower Policy. <p>This may necessitate the Protected Disclosure Officer seeking further information from the discloser.</p> <p>The Protected Disclosure Officer should also discuss with the discloser:</p> <ul style="list-style-type: none"> Whether the discloser requires any welfare support and The precautions Wallara will take to prevent detrimental action taken in reprisal for the person having made a protected disclosure. <p>The Protected Disclosure Officer should consider whether it may be necessary for Wallara to:</p> <ul style="list-style-type: none"> Report the disclosure to Victoria Police for immediate investigation; Take action to prevent certain future conduct (including acting in respect any person whom the disclosure is about). 	<p>As soon as practicable and within 7 days after receipt of the disclosure</p>
<p>6. Investigation</p>	<p>The Protected Disclosure Officer should:</p> <ul style="list-style-type: none"> Ensure that allegations of improper conduct are investigated where necessary in accordance with Wallara’s Investigations Policy and Procedure or the Staff Disciplinary Policy (as appropriate); Keep the discloser informed on the progress of the investigation; Keep all details confidential in accordance with the Whistleblower Policy; Keep all documents and information about the disclosure and investigation secure and separate from the discloser’s human resources file. 	<p>As and when necessary</p>

Extra Points

Related Documents

- Client Investigations Policy and Procedure
- Code of Conduct
- Staff Disciplinary Procedure
- Incident Management and Reporting Policy and Procedure
- Complaints Policy and Procedure
- Staff Grievance and Issues Policy and Procedure
- Fraud Risk Management Policy and Procedure

Legislation This Procedure Is Based On

Protected Disclosure Act 2012 (Vic)

Standards This Procedure Is Based On

- NDIS Core Practice Standards:
- Standard 2. Governance and Operational Management
- Governance and Operational Management
 - Incident Management

Date Created	Date Approved	Date Revised	Version control	Approved By	Amendment details
	25.08.2016	18.7.2016	1	Senior Leadership Team	Review of policy.



11.6.2019	1.1	ORMC	Review. Approved
14.9.2020	1.2	Senior Leadership Team	Inclusion of Chairman Board as PDO.
6.9.2021	1.3	Updated PDO details	Change in HR Lead