

WHISTLEBLOWER POLICY

Policy Owner: Chief Executive Officer

Approved By: Board of Directors

Version: 1.0

1. PURPOSE

St George Community Transport Ltd (SGC) is committed to maintaining the highest standards of integrity, accountability, transparency and ethical conduct.

The purpose of this Policy is to:

- Encourage the reporting of suspected misconduct, unethical conduct or wrongdoing
- Provide a safe and confidential mechanism for disclosures
- Protect individuals who make disclosures in good faith from victimisation or reprisal
- Support compliance with legislative, regulatory and governance obligations
- Promote a culture of openness, accountability and continuous improvement

2. SCOPE

This Policy applies to:

- Directors
- Employees
- Volunteers
- Contractors
- Labour hire personnel
- Students and work placements
- Consultants
- Suppliers and service providers
- Any person performing work for or on behalf of SGC

3. LEGISLATIVE AND REGULATORY FRAMEWORK

This Policy supports compliance with:

- Corporations Act 2001 (Cth)
- Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2019
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (NSW)
- Privacy Act 1988 (Cth) • NDIS Act 2013 (Cth)
- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators

- Aged Care Act 2024 (Cth)
- Aged Care Quality Standards
- Australian Charities and Not-for-profits Commission (ACNC) Governance Standards

4. DEFINITIONS

Whistleblower

A person who reports actual or suspected misconduct, wrongdoing or unethical conduct in good faith.

Detrimental Conduct

Includes dismissal, discrimination, harassment, intimidation, victimisation, threats or any adverse treatment resulting from a disclosure.

Reportable Conduct

Conduct that is illegal, unethical, improper, unsafe or inconsistent with SGC's values, policies or obligations.

5. POLICY STATEMENT

SGC is committed to ensuring that individuals can raise concerns without fear of retaliation.

SGC will:

- Encourage the reporting of concerns
- Treat disclosures seriously
- Maintain confidentiality wherever practicable
- Investigate disclosures fairly and objectively
- Protect whistleblowers from detrimental conduct
- Take corrective action where wrongdoing is identified

6. REPORTABLE CONDUCT

Examples of reportable conduct include:

- Fraud, corruption or theft
- Financial misconduct
- Serious breaches of legislation
- Breaches of the NDIS Code of Conduct
- Breaches of the Aged Care Code of Conduct
- Serious breaches of organisational policy
- Misuse of organisational resources
- Serious workplace misconduct
- Conflicts of interest not appropriately declared
- Conduct placing clients, staff, volunteers or the public at risk
- Deliberate concealment of wrongdoing
- Systemic failures affecting quality, safety or compliance

Personal employment grievances that do not involve misconduct or systemic issues should be managed through grievance procedures.

7. MAKING A DISCLOSURE

Disclosures may be made to:

- Chief Executive Officer
- Board Chairperson
- Any Director
- External regulators where appropriate

Where possible, disclosures should include:

- Description of the concern
- Relevant dates and events
- Individuals involved
- Supporting information or evidence

Disclosures may be verbal or written. Anonymous disclosures will be accepted and assessed where sufficient information is available.

8. CONFIDENTIALITY

SGC will take reasonable steps to:

- Protect the identity of whistleblowers
- Limit disclosure of information to those with a legitimate need to know
- Maintain secure records
- Comply with privacy obligations

9. PROTECTION FROM DETRIMENTAL CONDUCT

No person will suffer adverse treatment because they have made a disclosure in good faith.

Prohibited conduct includes:

- Harassment
- Bullying
- Intimidation
- Threats
- Discrimination
- Unfair treatment
- Adverse employment action

Any person engaging in detrimental conduct may be subject to disciplinary action.

10. INVESTIGATION PROCESS

Upon receiving a disclosure, SGC will:

1. Assess the matter
2. Determine whether investigation is required
3. Appoint an appropriate investigator where necessary
4. Conduct enquiries fairly and impartially
5. Document findings
6. Implement corrective actions where appropriate

Procedural fairness will be afforded to all parties

11. FALSE OR MALICIOUS REPORTS

Knowingly false or malicious disclosures may result in disciplinary action.

A disclosure made honestly and in good faith will not attract disciplinary action even where allegations are not substantiated.

12. RESPONSIBILITIES

Board of Directors

- Provide governance oversight
- Monitor significant disclosures and outcomes

Chief Executive Officer

- Ensure implementation of this Policy
- Ensure disclosures are appropriately managed

Managers

- Escalate disclosures promptly
- Support investigations

Workers and Volunteers

- Report concerns in good faith
- Cooperate with investigations

13. RELATED DOCUMENTS

- Fraud and Corruption Control Policy
- Code of Conduct
- Complaints and Feedback Policy
- Grievance Resolution Policy
- Risk Management Framework
- Incident Management System

- NDIS Quality and Safeguards Framework
- Aged Care Governance Framework

14. POLICY REVIEW

This Policy will be reviewed every two years or sooner where legislative, regulatory or organisational changes occur.