

Whistleblowing Policy

1. Purpose

The purpose of this policy is to encourage people that engage in work with Avivo to make a disclosure if they genuinely believe an individual has contravened our Code of Conduct, policies or the law. Our aim is to deliver great service to customers and to do this we need to be aware of any instances of improper conduct of people that engage in work with Avivo whether that be paid or unpaid. We want people to be able to raise concerns regarding actual or suspected contravention of our standards without fear of reprisal.

2. Introduction

Our vision is a country whereby people with disability, mental ill-health or people who are aged and frail live as valued citizens, making their own decisions, developing their abilities and growing in their relationships. The success of this is dependent on the values, skills and knowledge of all our employees and volunteers.

Whistleblowing is the disclosure by organisation members of illegal, immoral, or illegitimate practice under the control of their employers. In order to be able to fulfil our responsibilities we must practice honesty, integrity and comply with all applicable laws and regulations.

3. Scope

This policy applies to all people that engage in work with Avivo, paid or unpaid. It also applies to customers, their families, carers and other stakeholders.

4. Policy

Avivo seeks to encourage and facilitate the making of disclosures of public interest information or detrimental action as defined in The Public Interest Disclosure Act 2003. We will provide protection to whistle-blowers who make disclosures in accordance with legislation and will make sure matters disclosed are investigated.

Employees, people we support, their families and stakeholders are encouraged to report any actual or suspected:

- Conduct or practices which are illegal or breach any law
- Breach of any Code of Conduct
- Conduct or practices that result in a poor standard of service
- Theft, fraud, corrupt activities or misappropriation
- Significant mismanagement or waste of funds or resources
- Abuse of authority

- Serious harm to public health, safety or environment or the health and safety of any employee or person we support
- Any action taken against, or harm suffered by an employee as a result of making report under this current practice.

To achieve this Avivo will:

- take steps to support and protect whistle-blowers against detrimental action taken in reprisal
- recognise that people whom protected disclosure complaints are made against may also need support during any investigation
- take steps to ensure that the identity of the whistle-blower, the person who is subject to disclosure and the witnesses are kept confidential

Whistleblowing is about reporting real or perceived malpractice. A report may damage the reputation of people who are the subject of serious allegations and therefore if a report is not made in good faith or is found to be malicious, deliberately misleading or frivolous, the individual making the report may be the subject of disciplinary or legal action.

Reporting Whistleblowing

If you become aware of any matter or behaviour you think contravenes Avivo's Code of Conduct, practices or the law you can contact:

- Chief Executive Officer by telephone 9204 7861
- Manager HR by telephone 9204 7829
- Phil Thick, Chairperson, Contact can be made via Katy Dymond (Governance Officer) on 9204 7870.

Once a report is made, Avivo will determine the investigation and where applicable will provide feedback regarding the outcome. Avivo will take the necessary action and if no action is taken we will give an explanation.

The contents of any report that is made will be kept confidential and will not be disclosed to anyone except those that are actively involved in investigating the matters raised.

5. Responsibilities

All Managers and supervisors are responsible for making sure that all staff and people we support and their families are aware of the Whistleblowing Policy. It is the responsibility of the Manager HR to ensure this policy is communicated to new employees.

6. Related Documents & Legislation

EMP-POL-6 Code of Conduct Policy

EMP-PRO-29 Fair Treatment Procedure

Public Interest Disclosure Act 2003

7. Definitions

None.