



Whistleblower Policy

Definition: *NewHope is NewHope Medical Ltd.*

Introduction

NewHope is committed to the highest standards of conduct and ethical behaviour in all of our ministry and business activities and to promoting and supporting a culture of honest and ethical behaviour, corporate compliance and good corporate governance.

NewHope encourages the reporting of any instances of suspected unethical, illegal, fraudulent or undesirable conduct involving NewHope's businesses and provides protections and measures so that those persons who make a report may do so confidentially and without fear of intimidation, disadvantage or reprisal.

Employees are expected to cooperate with the organisation in maintaining legal, proper, and ethical operations, if necessary by reporting non-compliant actions by other people. Correspondingly, employees who do assist in maintaining legal, proper, and ethical operations should not be penalised in any way.

This Policy should be read in conjunction with the Whistleblower Procedures.

Purpose

The purpose of this policy is to:

- a) encourage the reporting of matters that may cause harm to individuals or financial or non-financial loss to NewHope or damage to its reputation;
- b) enable NewHope to deal with reports from whistleblowers in a way that will protect the identity of the whistleblower and provide for the secure storage of the information provided;
- c) establish the policies for protecting whistleblowers against reprisal by any person internal or external to the entity;
- d) provide for the appropriate infrastructure;
- e) help to ensure NewHope maintains the highest standards of ethical behaviour and integrity.

Scope

The Whistleblower Policy applies to all workers of NewHope Medical - employees, volunteers, Board Members, contractors.

Policy

Concerns regarding illegal or corrupt behaviour

Where an employee of NewHope believes in good faith on reasonable grounds that any other employee, volunteer, or contractor has breached any provision of the general law that employee must report their concern to

- their supervisor: or, if they feel that their supervisor may be complicit in the breach,
- the Executive Pastor of NHBC: or, if they feel that the Executive Pastor of NHBC may be complicit in the breach,
- the Chairperson of the Board, is the organisation's nominated Whistleblower Protection Officer; or, if they feel this to be necessary, or
- a person or office independent of the organisation nominated by the organisation to receive such information.

If you are raising this concern for:

- an explanation, an apology, a refund or compensation;
- access to your health records or to amend them
- change in policy or practice at a hospital, medical/dental practice, pharmacy, ambulance, community health service.

Health Complaints Commissioner - 1300 582 113

<https://hcc.vic.gov.au/make-complaint>

If you are raising this concern because you think:

- a practitioner's behaviour is placing the public at risk;
- a practitioner is practising their profession in an unsafe way, or
- a practitioner's ability to make safe judgements about their patients might be impaired because of their health.

AHPRA (Australian Health Practitioner Regulation Agency) - 1300 419 495

<https://ahpraorg.secure.force.com/notification>

If your concern relates to your use or access of your personal information:

Federal Privacy Commissioner's office - 1300 363 992

GPO Box 5218, Sydney, NSW 1042

If your concern relates to MBS Claims:

Services Australia - 1800 132 468

<https://www.servicesaustralia.gov.au/individuals/contact-us/complaints-and-feedback/submit-complaint-or-provide-feedback-online>

The person making their concern known shall not suffer any sanctions from the organisation on account of their actions in this regard provided that their actions

- are in good faith, and
- are based on reasonable grounds, and
- conform to the designated procedures.

Any person within the organisation to whom such a disclosure is made shall

- if they believe the behaviour complained of to be unquestionably trivial or fanciful, dismiss the allegation and notify the person making the allegation of their decision;
- if they believe the behaviour complained of to be neither trivial nor fanciful, ensure that the allegation is investigated, a finding is made, and the person making the allegation is informed of the finding.

522 Middleborough Road, Blackburn North 3130 PO Box 255, Kerrimuir 3129

Tel: 61 3 9890 7999 Fax: 61 3 9890 2515

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Any such investigation shall observe the rules of natural justice and the provisions of procedural fairness.

Disclosures may be made anonymously, and this anonymity shall as far as possible be preserved by the organisation.

Concerns regarding improper or unethical behaviour

Where an employee of NewHope believes in good faith on reasonable grounds that any other employee, volunteer, or contractor has breached any provision of the organisation's constitution, or its bylaws, or its policies, or its code of conduct, or generally recognised principles of ethics, that employee may report their concern to

- their supervisor: or, if they feel that their supervisor may be complicit in the breach,
- the Executive Pastor of NHBC: or, if they feel that the Executive Pastor of NHBC may be complicit in the breach,
- the Chairperson of the Board, is the organisation's nominated Whistleblower Protection Officer; or, if they feel this to be necessary,
- a person or office independent of the organisation nominated by the organisation to receive such information.

The person making their concern known shall not suffer any sanctions from the organisation on account of their actions in this regard provided that their actions

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