



## Whistleblower Procedures

### A guide to making a disclosure.

#### 1. How do I make a disclosure?

A Whistleblower disclosure may be made the following:

- to independent whistleblower service provider – “Your Call”
- to external authorities and entities

\* A reminder: if your disclosure relates to a Child Safeguarding concern, please refer to the Procedures for Reporting Reportable Conduct and Staff Misconduct, also published on the Shore website. Staff are also encouraged to review the current Working Together Policy and Grievance Handling Procedures available in Lampada for issues that may be covered in the context of employment.

##### 1.1 Making a disclosure to independent service provider - Your Call

If you do not feel safe or able to make a disclosure internally, you may do so to our independent whistleblower service provider, *Your Call*.

*Your Call* operates under a Service Agreement with Shore and acts as the intermediary, providing the means for a discloser to retain anonymity. Disclosures received by *Your Call* are reported to us in accordance with our Whistleblower Policy. *Your Call* also enables us to obtain further information if required and enables the discloser to receive updates from us.

This is done through an online anonymous Message Board.

The Message Board allows you to:

- communicate with *Your Call* and/or (Organisation) without revealing your identity
- securely upload any relevant documentation and/or material that you wish to provide
- receive updates
- request support or report victimisation

This option allows you to:

- remain completely anonymous if you wish
- identify yourself to *Your Call* only
- identify yourself to both *Your Call* and Shore



*Your Call* enables disclosures to be made anonymously and confidentially.

*Your Call* reporting options include:

- Website: <https://www.yourcall.com.au/report>

Available 24/7

- Telephone: 1300 790 298

Available 9am and 12am on recognised Australian national business days (AEST)

Online reports can be made via the website address listed above. Our organisation's unique identifier code is: SHORE1889.

*Your Call* remains an independent intermediary at all times and will only communicate with those authorised within our organisation.

### **National Relay Service**

If you are deaf, or have a hearing or speech impairment, you can contact *Your Call* online or through the National Relay Service. Simply choose your contact method at [www.relayservice.gov.au](http://www.relayservice.gov.au) and request Your Call's hotline 1300 790 298.

### **1.2. Making a disclosure to external authorities and entities**

In a School context there are many external authorities which may be appropriate for Whistleblowing disclosures. Examples of authorities which may be relevant -

NESA <https://www.nsw.gov.au/education-and-training/nesa/contact-us>

Office of the Children's Guardian <https://ocg.nsw.gov.au/contact-us>

Safework NSW <https://www.safework.nsw.gov.au/contact-us>

Anglican Diocese of Sydney <https://sydneyanglicans.net/contact>

Australian Charities and Not for Profit Commission <https://www.acnc.gov.au/about>

Each authority or entity will have a Whistleblower procedure to follow within their organisation and access to this will be provided by contacting these bodies. These are confidential services and we will manage their information exchanges and your protection in accordance with the law.

If the misconduct relates to the Corporations Act 2001 Section 1317AA (1) you may make a disclosure to:

- ASIC

- APRA

- a Commonwealth authority prescribed for the purposes of Section 1317AA (1)

Concerning disclosures made to legal practitioner.

If you make a disclosure to a legal practitioner for the purpose of obtaining legal advice or legal



representation in relation to the operation of Part 9.4 of the Act (which includes the whistleblower protections and confidentiality of a whistleblower's identity) the disclosure will be protected under the Act.

## **2. What Happens after I make a Whistleblower Disclosure?**

If you agree to disclose your identity and allow a Whistleblower Protection Officer to be informed, one will be appointed to safeguard your interests. In a school setting, this is typically the Risk and Compliance Manager or the Director of Human Resources.

If you don't consent to a Whistleblower Protection Officer being appointed, the person who receives your disclosure will be your only point of contact.

If you make an anonymous disclosure, Shore won't be able to communicate with you to protect you unless you reveal your identity or consent to its disclosure.

Once a protected disclosure is made, the investigation committee will carefully assess the information to decide the best course of action, including whether an investigation is necessary to determine if misconduct has occurred. You will be provided with:

- Acknowledgement of receipt of the disclosure
- The timeframe within which you will be advised of action to be taken
- The name and contact details of a person who will be able to advise you of what is happening during the preliminary enquiries and investigation
- Likely timeframes for any investigation
- The outcome of the investigation where appropriate and legally permissible to do so.

### **2.1. Investigation of the disclosure**

The investigation committee will carefully review the disclosed information to determine the best course of action, which may include deciding if an investigation is necessary. If so, they will decide on:

- The extent and focus of the investigation
- Who will conduct it, considering whether they should be external to our organization
- Any need for technical, financial, or legal advice
- A timeline for the investigation, considering the level of risk involved

Once the investigation is complete and decisions are made on how to resolve the matter, a final report will be provided to the whistleblower. The method of relaying this report may depend on the level of anonymity the whistleblower has maintained. Any feedback on outcomes can be provided through the channels that have supported the whistleblower during the process.

