



Whistleblower Protection Policy for Invicta Care

1. Purpose

Invicta Care is dedicated to upholding the highest standards of ethical conduct and accountability. The purpose of this Whistleblower Protection Policy is to foster a culture of transparency, integrity, and reporting without fear of reprisal. It is designed to comply with the National Disability Insurance Scheme (NDIS) service providers' requirements and aims to safeguard the interests of Eligible Whistleblowers under relevant laws.

2. Scope

This policy applies to Eligible Whistleblowers, including but not limited to former and current Directors, Board Committee members, employees, volunteers, students, suppliers, and contractors, along with their relatives and dependents as defined by the Corporations Act 2001 (Cth). The policy covers all areas of Invicta Care's operations and services related to NDIS requirements.

3. Definitions

Invicta Care acknowledges and adheres to the financial management guidelines and standards outlined by the NDIS for service providers. This policy is designed to ensure alignment with NDIS financial requirements, promoting transparency, accountability, and responsible stewardship of funds allocated for disability services.

4. Budgeting Practices

- Director: Any person serving on the Board of Invicta Care.
- Board Committee member: A Director also serving on a Board Committee.
- CEO: Chief Executive Officer.
- Executive Director: Chief Operations Officer (COO), Chief Financial Officer (CFO), Executive Director.
- Consumer Experience and Safeguarding, Executive Director People and Organisational Development, Executive Director Strategy and Growth.
- Client: Individuals using Invicta Care services, excluding Supported Employees.
- Employee: Individuals working for Invicta Care, whether paid or unpaid.
- Volunteer: A person working for Invicta Care in an unpaid capacity.
- Students: Persons undertaking placements at Invicta Care through formal arrangements with educational institutions.
- Contractor: Individuals engaged by Invicta Care on short-term contracts or through labor hire companies to fill vacant shifts.
- Our Organisation: Description of the business or company.
- Services: Various supports provided by Invicta Care, irrespective of type.



4. Policy Statements

1. Invicta Care promotes a culture of openness and encourages reporting of Disclosable Matters. Whistleblowers play a crucial role in upholding integrity, accountability, and effective management within Invicta Care.
2. Disclosable Matters: Refers to matters where individuals have reasonable grounds to suspect misconduct, an improper state of affairs, a breach of laws, or conduct endangering the public or financial system.
3. Non-Disclosable Matters: Includes interpersonal disputes, staff-related decisions, unsafe work practices, personal grievances, or unjust staff behavior.
4. When a matter is not Disclosable, it will be referred to the Executive Director People and Organisational Development or CEO.
5. The Whistleblower Protection Officer (WPO) is appointed annually at the Annual General Meeting, responsible for receiving notifications, safeguarding whistleblowers, and ensuring compliance with NDIS policies and relevant legislation.
6. Various officers, including the CEO, Financial auditors, Directors, and Executive Directors, may receive reports from whistleblowers. All disclosures will be referred to the WPO.
7. Disclosures of Disclosable Matters may be made to external authorities such as ASIC, The Commissioner of Taxation, or any other Commonwealth authority prescribed by law.
8. Whistleblowers may disclose matters to legal practitioners for obtaining legal advice or representation.
9. The WPO can be contacted via whistleblower@invictacare.com.au or through a form on the Invicta Care website.
10. Whistleblowers' identities will not be disclosed, except where permitted by law or with explicit consent. The WPO will keep whistleblowers informed of progress and outcomes, providing support and well-being checks.
11. The WPO will escalate disclosures to the CEO, who will assess the allegations. If the matter involves the CEO, the Board Chair will be notified.
12. If investigation is necessary, the CEO will appoint an independent Whistleblower Investigations Officer (WIO) to conduct a fair, timely, and confidential investigation.
13. Persons subject to allegations will be informed, and the WIO will keep whistleblowers informed of the progress and outcomes of the investigation.
14. Reports on Disclosable Matters, including investigation findings, will be submitted to the Board.
15. Protections under law include identity protection, protection from liability, and compensation for any detriment faced by whistleblowers.
16. Whistleblowers facing detrimental treatment should promptly inform the WPO or eligible recipients listed in point 6. Detrimental treatment disclosures will follow the same process.
17. Whistleblowers will be protected even if their disclosure is later found to be incorrect. Deliberate false disclosures may result in disciplinary proceedings.
18. This policy will be available on the Invicta Care website and internal intranet policy page.

5. Breach of Policy

Breach by Directors or Board Committee members will be addressed by the Board Chair, while employee breaches will be handled by the CEO. Disciplinary action may result from breaches.

6. Responsibilities

All Directors, employees, volunteers, and contractors must adhere to this policy. The Board Chair ensures understanding and adherence among Directors and Board Committee members, while the Board oversees policy implementation and updates. The CEO is responsible for compliance with this policy.