

Policy Title:	Whistle Blowing Policy	Version 2	Effective date: Sept, 2023
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1. POLICY STATEMENT

InTouch is committed to abiding by the Corporations Act 2001 (Corporations Act) and encourage whistleblowers to come forward with their concerns and protect them when they do.

2. PURPOSE

The purpose of this policy is to provide:

- Clear and effective guidance for a Whistle Blower in reporting improper conduct,
- Details of inTouch's investigation process
- Details of the protection provided to Whistle Blowers.

3. SCOPE

This policy applies to all inTouch employees, and all Whistle Blower initiated investigations.

4. DEFINITIONS

Whistle Blower - A Whistle Blower is a person who believes that an employee/s or directors have engaged in or propose to engage in, improper conduct and who makes a disclosure about that improper conduct with a view to the matter being investigated and appropriate action being taken.

5. Policy

Making a disclosure

- Where an employee identifies conduct of concern, it is recommended that they follow the disclosure process.
- If an employee is not satisfied with the outcome of the internal process, they can elect to make a protected disclosure by anonymously contacting the Australian Securities and Investment Commission or the Australian Charities and Not for Profit Commission (ACNC). They may disclose:
 - Behaviour, which is unethical, illegal, dishonest, fraudulent or corrupt.
 - A breach of the inTouch Code of Conduct or an internal policy.
 - Acting outside proper financial accounting, reporting or auditing standards,
 - Unsafe work practices, environmental or health risks and
 - Misuse of information or materials.

- Any employee making a protected disclosure must be acting in good faith and have reasonable grounds for believing the information disclosed represents reportable conduct.
- Unsubstantiated allegations which prove to have been made maliciously or knowingly to be false will be viewed seriously, with disciplinary actions applied, as appropriate.
- inTouch will ensure that all reasonable measures are taken to protect employees against reprisals because of making a protected disclosure, even if the disclosure is subsequently determined to be incorrect or is not substantiated. inTouch will also take all reasonable steps to protect employees who have been requested to assist in investigating protected disclosures from any reprisals.
- Making a protected disclosure does not protect an employee from civil or criminal liability for illegal acts or wrongdoing in which they have been involved and which they are disclosing. However, if an employee whistle blows and actively cooperates in an investigation, there may be some instances where their disclosure will be considered as a mitigating factor when determining actions that may be taken against them.

How to make an Online Disclosure

A person who becomes aware of any matter of concern or behaviour that they think seriously contravenes the InTouch Code of Conduct, Conflict of Interest policy or the law should raise the matter as follows (in order):

- with their immediate supervisor (if a team member); or
- with the Managing Director of InTouch; or
- by lodging a complaint at our Whistleblowing Platform
 - <https://www.whistleblowingservice.com.au/intouch/> click on the 'Make a Report' button below
 - You will be redirected to the new page where you need to:
 - enter "inTouch" in the 'Unique Key' field
 - enter "inTouch2024" in the "Client Reference Number"
 - then click "Next"

Confidentiality and Anonymity

- Protected disclosures will be kept confidential to the extent possible, subject to the need to meet legal and regulatory requirements. Disclosures that involve a threat to life or property, illegal activities or legal action against inTouch may require actions that do not allow for complete anonymity.
- Should it be necessary to disclose the identity of the Whistle Blower, reasonable steps will be taken to discuss such intentions with the Whistle Blower first.
- Subject to any legal requirements, all employees (including the Whistle Blower), must protect and maintain confidentiality surrounding protected disclosures, including the identity of people who:
 - They know or suspect may have made a protected disclosure, or
 - Who are the subject of a protected disclosure investigation.
- Failure to maintain confidentiality is a serious matter and will be subject to disciplinary action.

Internal and external investigation process

- All investigations will be conducted in a manner that is timely, fair, objective and affords natural justice to all the employees involved.
- The objectives of any investigation will be to:
 - Collate information relating to the allegation as quickly as possible, which may include taking steps to protect or preserve the documents, material and equipment).
- Consider engaging an external investigator for all Whistleblower reports.
- Consider the information collected and draw conclusions objectively and impartially.
- Maintain procedural fairness in the treatment of witnesses and the person/people who are the subject of the disclosure and
- Make recommendations arising from the conclusions drawn concerning remedial or other appropriate action.
- Where identified, ASIC or ACNC will keep inTouch and the Whistle Blower informed in relation to:
 - The progress of the investigation, to the maximum extent possible
 - Relevant timelines,
 - The findings of the investigation and
 - Any action taken.
- Should ASIC or ACNC deem it appropriate, for the period of the investigation they may recommend to inTouch that the Whistle Blower be provided with the adequate protection, which may include:
 - Ensuring confidentiality in the investigation and protecting the employee's identity
 - Monitoring and managing the behaviour of other employees,
 - Providing leave of absence while the matter is investigated.
 - Relocating the employee to a different working group or department,
 - Rectifying any detriment, the employee has suffered.
- Where illegal conduct has occurred, prior to consultation with inTouch, ASIC or ACNC may refer the matter to the authorities, including the police.

Employees who are the subject of an investigation

Any employee who is the subject of a protected disclosure investigation has the right to be:

- Informed as to the substance of any adverse comment that may have been included in the report arising out of any such investigation.
- Given a reasonable opportunity to submit their case to inTouch's appointed consultants/legal representatives and
- Represented by a solicitor, union representative or other designated support person.

6. Relevant legislation and standards

Corporations Act, 2001

Privacy Act, 1988

Fair Work Act,

7. Policy Information

Approval Authority	Executives
Policy Sponsor	CEO
Policy Owner	COO
Policy Type	Policy
Related Policies	Privacy Policy
Related Procedures	Disclosure procedure
Related forms, publications and websites	

8. DOCUMENT HISTORY

Version	Reason	Approved date	Scheduled review date
1.0	Initial Document	March 2018	March 2021
2.0	Review and Update	September 2023	September 2026
3.0	Review and Update	July 2024	July 2025