

The Better Health Generation

Back2Work / Care Squared / Me & Work / Assessment Squared / Aim2Work / Your Health Plus

Policy name	Whistleblower
Author	Simone Resnick, Human Resources Manager
Approved by	Natalie Keating, Chief Executive Officer, UK

1. Rationale and Purpose

The Better Health Generation is committed to best practice in corporate governance, compliance and ethical behaviour. To support this, the Board of Directors has adopted a policy that provides a framework for Directors, employees, members, or contractors to bring to the attention of The Better Health Generation Board or Senior Management reports of improper conduct.

This policy has been developed in line with The Public Interest Disclosure Act 1998 (c.23). This policy and Act of the Parliament of the United Kingdom protects Whistleblowers from detrimental treatment by their employer.

The policy protects individuals who in good faith report conduct which they reasonably believe to be:

- Dishonest;
- Fraudulent;
- Corrupt;
- Illegal;
- In breach of Commonwealth or state legislation or local authority by-laws;
- Unethical;
- Other serious improper conduct;
- Gross mismanagement;
- Serious and substantial waste;
- Repeated instances of breach of administrative procedures;
- An unsafe work-practice; or
- Any other conduct which may cause financial or non-financial loss to the entity or be otherwise detrimental to the interests of the entity.

The exception is where the issues relate to a member of staff's personal position, when it would be more appropriate to use the grievance and dispute policy.

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A whistle-blower program is an important element in detecting corrupt, fraudulent, illegal or other undesirable conduct within an organisation, and as such, is a necessary ingredient in achieving good corporate governance.

An effective whistle-blower program can result in:

- more effective compliance with relevant laws;
- more efficient fiscal management of the entity through, for example, the reporting of waste and improper tendering practices;
- a healthier and safe work environment through the reporting of unsafe practices;
- more effective management;
- improved morale within the entity; and an enhanced perception and the reality that the entity is taking its governance obligations seriously.

2. Scope of Policy

This policy applies to all The Better Health Generation team members, contractors and service providers. **Please note:** The Better Health Generation means The Better Health Generation and all of its subsidiaries.

3. Policy

For the purpose of this policy, the following definitions apply:

Whistleblowing

Whistleblowing is the voluntary disclosure by a person of information about an actual, suspected or anticipated wrongdoing within or by an organisation that is within its ability to control.

Whistleblower

A select person, whether anonymously or not, makes or attempts to make a disclosure as defined in "Whistleblowing".

Whistleblower Contact

A person or persons designated by The Better Health Generation who can be used Officer (WCO) as a point of contact for Whistleblowers wishing to raise a concern.

For the purpose of this policy, the Whistleblower Contact Officer is:

Mr Brad Bishop, QAS International,

Phone: 07 5599 2217, Mobile: 0412 148 904

Email: brad.bishop@qasinternational.com

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Whistleblower Protection

Under this Policy, Whistleblowers who make a report in good faith and in accordance with the Policy will not be disadvantaged by having made the report through dismissal, demotion, any form of harassment, discrimination or current or future bias.

Prohibition on Victimisation

The Better Health Generation persons must not victimise any Whistleblower or cause any Whistleblower to be victimised due to a report made under this Policy.

Victimisation could include intimidation, harassment, threats, action causing injury, loss or damage, discrimination, disadvantage, adverse treatment in relation to a person's employment, career, profession, trade or business.

The Better Health Generation will regard any such victimisation very seriously and take appropriate action, which may include, in the case of employees, disciplinary action and dismissal.

Improper Conduct

This Policy does not protect the The Better Health Generation person logging the report from the consequences of being involved in any improper conduct alleged in a report under this Policy.

Industrial Relations Issues

This Policy does not extend to cover employee, industrial relations or human resource related issues as there are provisions in The Better Health Generation Grievance and Dispute Policy

Malicious Complaints

Malicious complaints must not be made and do not qualify for protection under this Policy. If a The Better Health Generation person maliciously raises a matter which they know to be untrue, this will be dealt with through the disciplinary procedures outlined in the The Better Health Generation HR Policy and procedure.

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Confidentiality

The Better Health Generation will take all reasonable steps to protect the identity of a Whistleblower and will not disclose the Whistleblower's identity to a person not connected with the investigation unless:

- The Whistleblower has been consulted and consents in writing to the disclosure; or
- WCO, CEO or Group CEO are compelled by law to do so.

The Better Health Generation will also ensure that any records relating to a report are held in the strictest confidence, securely and accessible by authorised staff only.

Procedure for Reporting Concerns

The Better Health Generation employee wishing to raise a concern under this Policy shall report this to the Whistleblower Contact Officer (WCO) either in person, via telephone or in writing. This will be recorded in strictest privacy within The Better Health Generation Risk Management System, as per Risk Management Policy and procedure.

If the person does not wish to be identified, this needs to be disclosed at the first possible opportunity to ensure appropriate arrangements can be made.

On receipt of the concern, the WCO will take note of the key points of concern and check if the person has a copy of this whistleblowing policy. The WCO will also assure the person of confidentiality to be applied throughout the process.

After the initial documentation of the concerns, the WCO will raise the report with the CEO or Group CEO (if the CEO is involved) within 5 working days, who will decide what action is required, which may include initiating an internal investigation or more formal inquiry, or alternative action as appropriate. The WCO will advise the person about the action which will be taken in regards to the complaint received.

All reports of concern will be the subject of thorough investigation with the objective of locating evidence that either substantiates or refutes the claims made by the Whistleblower. Investigations will be fair and independent and observe the rules of natural justice. Investigations will be conducted without bias and the person against whom the allegation is made shall be given the right to respond.

On completion of the investigation a written report will be made to the Whistleblower from the WCO, and copy provided to the CEO (or Group CEO if CEO is involved) and Board, which will explain the findings and actions taken, as far as possible, without breaching commercial, legal and/or confidentiality constraints. Whistleblower is then given 14 days to respond in writing to the CEO (or Group CEO if CEO is involved) and WCO. The response is then reviewed by the CEO (or Group CEO if CEO is involved) and the Board and a response is supplied if required.

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Review for Process

The WCO will provide summary reports of de-identified information relating to the number and type of reports received as well as a description of the nature and results of any investigation undertaken.

These reports will be provided to the CEO (or Group CEO if CEO is involved) to report quarterly to the Company executive management as part of the Management Review process, if there have been any Whistleblower notifications.

The QMS Manager will use these reports to monitor and review the effectiveness of the Whistleblowers Policy at least annually as part of the Quality Management System review.

All records of Whistleblower activity will be kept by the CEO (or Group CEO if CEO is involved) for the period of time identified in the Records Master List.

4. Associated Policies and Procedures

Policy: Risk Management Policy

Policy: Continuous Improvement Policy

Policy: Internal Audit Policy

Process Map: Risk Management System

Clinical Guideline: Risk Management System Clinical Guideline

Register: Risk Register

Register: Incident Register

Register: Continuous Improvement Register

Register: Internal Audit Program

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5. Breach of Policy

As is the case with all of The Better Health Generation policies, failure to comply with this Policy may result in disciplinary action, leading up to and including, termination of employment.

6. Disclaimer

This policy sets out The Better Health Generation general approach to the matters it covers but is not intended to bind The Better Health Generation. Accordingly, this policy acknowledges that The Better Health Generation may, at its absolute discretion, amend, vary or terminate the policy at any time and in any individual case, may depart from the policy wholly or in part.