



Operating Procedure

Subject	Whistleblowing Operating Procedure
Procedure Owner	Director – People and Culture
Functional Area	Executive
UIN	OP1008
Effective Date	25 th May 2026
Review Date	25 th May 2028
Related Policy	Whistleblowing Policy
Scope	This procedure outlines how Livit Disability Support (Livit) manages disclosures of wrongdoing and supports individuals to speak up safely. Whistleblowing is a key safeguarding mechanism that supports the identification and escalation of risks to people with disability, including potential abuse, neglect and exploitation.

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1 Definitions

Discloser	A person who reports wrongdoing.
Disclosure	A report of misconduct or wrongdoing.
Eligible Recipient	A person authorised to receive disclosures, including: • Officers or Directors; • Senior managers; • Whistleblowing Protection Officers (WPO);

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- External regulators.

Whistleblowing
Protection Officer
(WPO)

An appointed and trained individual responsible for receiving and managing disclosures.

Wrongdoing

Misconduct, breaches of the Code of Conduct, or behaviour that poses risk to people, the organisation or the community.

2 Who Can Make a Disclosure?

2.1 Disclosure can be made by current or former:

- Employees or officers;
- Contractors, suppliers or their employees;
- Volunteers and work placement students;
- Associates;
- Relatives or dependants of the above.

3 How to Make a Disclosure

Internal Reporting of Wrongdoing

3.1 Disclosures can be made to:

- A line manager;
- Another manager (where appropriate);
- A Whistleblowing Protection Officer (WPO).

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External Reporting Options

3.2 Disclosures may also be made to:

- Stopline (independent whistleblowing service);
- Relevant external regulators (e.g. NDIS Commission, ASIC).

Stopline is available 24/7 and allows disclosures to be made anonymously.

4 What Happens When a Disclosure is Made

4.1 When a disclosure is received, Livit Disability Support will:

Receive and Acknowledge

- Accept disclosures via multiple channels, including anonymous reports;
- Refer disclosures to a Whistleblowing Protection Officer (WPO).

Assess the Disclosure

- Determine whether the matter is a whistleblowing disclosure;
- Assess risks, including risks to people with disability, staff and the organisation;
- Consider whether immediate action is required.

Determine the Appropriate Response

- Manage under whistleblowing; or
- Refer to another process (e.g. complaints, HR, incident management).

Investigate (if required)

- Investigations will be:
 - Impartial;

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- Timely;
- Conducted in line with procedural fairness.

Outcome and Action

- Determine appropriate actions, which may include:
 - Disciplinary action;
 - System or process improvements;
 - Risk mitigation actions.

5 Roles and Responsibilities

Discloser

- Provide information in good faith;
- May remain anonymous.

Managers

- Receive and escalate disclosures appropriately;
- Support a safe environment for speaking up.

Whistleblowing Protection Officers (WPO)

- Receive and manage disclosures;
- Assess risk and determine response;
- Ensure protection and support for disclosers;
- Oversee investigations;
- Maintain confidentiality.

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Investigators

- Conduct investigations impartially;
- Apply procedural fairness;
- Provide findings and recommendations.

6 Protections and Support

6.1 Livit Disability Support is committed to protecting and supporting individuals involved in a disclosure.

Confidentiality

- The identity of a discloser will be protected in accordance with legislation;
- Information will be shared only on a need-to-know basis.

Anonymity

- Disclosures can be made anonymously;
- Disclosers may remain anonymous throughout the process.

Protection from Detriment

- Detrimental conduct (e.g. harassment, discrimination, victimisation) is prohibited;
- Risks of detriment will be assessed and actively managed.

Support

- Support may include:
 - Access to EAP;
 - Workplace adjustments;
 - Regular check-ins.

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7 Record Keeping and Confidentiality

- 7.1 All records relating to disclosures will be securely stored.
- 7.2 Access will be restricted to authorised personnel only.
- 7.3 Information will be handled in accordance with privacy and confidentiality requirements.

8 Investigations

- 8.1 Where an investigation is required:
 - The scope and approach will be determined based on the nature of the disclosure;
 - Investigations may be conducted internally or externally;
 - Investigations will:
 - Focus on facts and evidence;
 - Be conducted impartially;
 - Maintain confidentiality.
- 8.2 At the conclusion of an investigation:
 - Findings will be documented;
 - Outcomes will be determined by Livit Disability Support;
 - Relevant parties will be informed where appropriate and permissible.

9 False Disclosures

- 9.1 Making a disclosure that is knowingly false or misleading may result in disciplinary action.

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- 9.2 Disclosures made in good faith will not result in disciplinary action, even if they are not substantiated.

10 Availability and Communication

10.1 This procedure will be made available through:

- The intranet;
- Induction and onboarding processes;
- Training and awareness activities.

11 Accountability and Continuous Improvement

11.1 Trends and themes from disclosures will be monitored to identify systemic issues.

11.2 De-identified information may be reported to the Board to support governance oversight.

11.3 Insights will inform:

- Risk management;
- Safeguarding improvements;
- Organisational learning.

12 Relevant Resources

Legislation, external requirements and oversight bodies

[Corporations Act 2001 \(Cth\)](#)

[Treasury Laws Amendment Act \(Enhancing Whistleblower Protections Act 2019 \(Cth\)\)](#)

[National Disability Insurance Scheme Act 2013 \(Cth\)](#)

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[National Disability Insurance Scheme \(Code of Conduct\) Rules 2018 \(Cth\)](#)
[NDIS Practice Standards and Quality Indicators, November 2021, Version 4](#) (Risk Management and Governance and Operational Management)

Supporting Quality Management System policies, procedures and/or forms

[Code of Conduct](#)

[Complaints and Feedback Policy Statement](#)

[Disciplinary Action Operating Procedure](#)

[Investigations Operating Procedure](#)

[Privacy Policy Statement](#)

[Violence, Abuse, Neglect and Exploitation towards People with Disability Policy](#)

[Whistleblowing Policy Statement](#)

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