

NDIS WHISTLEBLOWER PROCEDURE

PURPOSE

IHCA Certification is required to establish and maintain an avenue for people to make protected disclosures about the alleged abuse or harm in respect of NDIS providers who are audited by IHCA Certification.

SCOPE

This procedure applies to all IHCA Certification employees, volunteers and contractors who may receive information about alleged abuse or harm by NDIS providers who are audited by IHCA Certification. This procedure sets out the steps to be taken to ensure that the identity of the person disclosing information is protected.

Someone who is or was an employee, volunteer, participant or their family member of the NDIS provider audited by IHCA Certification is eligible to make a protected disclosure about that provider.

APPLICATION

IHCA Management oversee the implementation and maintenance of the NDIS Whistleblower Procedure. All IHCA staff and contractors have a shared responsibility to be aware of the Procedure, and to work in line with the reporting pathways identified in this document.

PROCEDURE

1. REPORTING PATHWAYS

Any concerned participant, employee or member of the public can contact IHCA Certification via phone 1800 035 033 or 07 3844 2222 or email (certification@ihca.com.au) regarding alleged abuse or harm relevant to an NDIS provider audited by IHCA Certification.

2. RECORDING AND REPORTING

IHCA staff or contractors to whom the disclosure was made will secure any records or information related to the alleged issue. Information can be provided by the Whistleblower in any format (preferably in writing). Claims made in conversation will be documented by the IHCA staff member or contractor receiving the claim. The record of conversation may be shared with the Whistleblower to ensure its accuracy.

Where allegations are reported to IHCA Auditors/Technical Experts, the Lead Auditor will attempt to follow up on allegations raised with the organisation to ensure all relevant information may be passed on to the NDIS Commission and/or other relevant authorities.

Allegations about abuse or harm by NDIS providers who are audited by IHCA Certification are immediately reported to IHCA Management. These allegations may also be raised with the NDIS Commission through the Critical Risk process, or the relevant Police may be alerted depending on the immediacy and criticality of the information provided.

Where permitted and appropriate, IHCA Certification will keep the Whistleblower informed about the process.

The notification of information relevant to this procedure and subsequent action is to be recorded on the Matters Raised, Complaints and Concerns Register.

3. SUPPORT FOR WHISTLEBLOWERS

IHCA is committed to providing services in a safe and honest way. Any information shared about the allegations raised by a Whistleblower will be de-identified to protect the Whistleblower's identity and stored securely.

IHCA staff who are impacted by disclosures made by a Whistleblower will be offered support through the employee assistance program.

DEFINITIONS

Whistleblower: A person who makes a protected disclosure about the service integrity, safety and quality of an NDIS provider who is audited by IHCA Certification.

Protected Disclosure: Information about the alleged abuse or harm in respect of an NDIS provider audited by IHCA Certification where the Whistleblower wishes their identity to be protected.

RELATED DOCUMENTS

570 IHCA Group Risk Management Framework
011 IHCA Group Whistleblower Protection Policy

REFERENCES

JAS-ANZ Applicant's Deed Poll – NDIS AQA Scheme
National Disability Insurance Scheme Act 2013
Australian Standard AS 8004-2003 Corporate Governance
United Nations Convention on The Rights of Persons with Disabilities
NDIS Code of Conduct