

FAQ – WHISTLEBLOWER AND COMPLAINTS

What is the whistleblower policy?

RANZCO recognises that any wrongdoing associated with RANZCO may be detrimental to RANZCO and persons associated with it, including staff, donors and the beneficiaries we serve.

The Whistleblower Policy aims to:

- a. encourage persons associated with RANZCO to support a culture of legal and regulatory compliance within RANZCO;
- b. assist RANZCO, its officers and employees to comply with their legal obligations in connection with a ‘whistleblower’ disclosure that qualifies for protection under the Corporations Act 2001 (Cth) (Act); and
- c. ensure that a person who contemplates becoming a ‘whistleblower’ understands the protections that apply to them and feels confident that their rights will be protected.

The Policy covers disclosures that are ‘protected’ under the Act (Protected Disclosures).

Who can use the Whistleblower Policy?

A whistleblower is a person connected to RANZCO who reports misconduct or improper activity in relation to RANZCO.

- A. A person is an ‘eligible whistleblower’ under the Act if the person is, or has been, any of the following:
 - i. an officer of RANZCO (Director or Committee member);
 - ii. an employee of RANZCO;
 - iii. an individual who supplies services or goods to RANZCO (whether paid or as a volunteer) or an employee of such supplier;
 - iv. an associate¹ of RANZCO; or
 - v. a relative or dependent of an individual referred to in items (i)-(iii) above.

How does this differ from the Complaints Resolution Policy?

The Complaints Resolution Policy governs the conduct of all Complaints Procedure undertaken by the College. The purpose of this Policy is to establish:

- a. a timely, fair and transparent mechanism for the determination of Complaints; and
- b. a reporting mechanism to assist the ongoing development of Policy, procedure and conduct.

¹ An associate includes a reference to:

- (a) A director or secretary of the Company;
- (b) A director or secretary of a related body corporate of the Company.

An associate does not otherwise include an employee, contractor, Fellow or Trainee of RANZCO.

Who can use the Complaints Resolution Policy?

Complaints may be made by:

- a. patients (or immediate relatives of patients);
- b. Staff, Fellows and Associates of the College;
- c. hospitals;
- d. health complaints authorities; or
- e. any other source that has a Complaint capable of being determined under this Policy.

What is the Reconsideration, Review and Appeals (RRA) Policy?

The RRA Policy governs the conduct of all Reconsiderations, Reviews and Appeals undertaken by the College. The purpose of this Policy is to establish:

- a. an accessible, timely, fair and transparent mechanism for Reassessment of Original Decisions; and
- b. a reporting mechanism to assist the ongoing development of policy, procedure and conduct within the College.

This Policy does not prevent the College from seeking to resolve disputes associated with Original Decisions informally or pursuant to other approved college Policy and procedures.

When should I use the whistle-blower process, complaints process or the RRA process?

Please access the Complaints Management Pathways flow-chart.