

Our Whistleblower Process

WNSW PHN believes all employees and stakeholders should be able to assist in ensuring WNSW PHN maintains its status as an ethical business.

The WNSW PHN aims to encourage reporting of unlawful or unethical behaviour that is of legitimate concern by providing a convenient and safe external reporting mechanism that facilitates the protection of 'eligible whistleblowers' who make such disclosures.

Our whistleblower process is managed through our dedicated, independent site wswphn.stoplinereport.com.

How to report suspected misconduct as a whistleblower



BY PHONE

simply call:

1300 30 45 50 (Australia only)

+61 3 9811 3275 (overseas – reverse charges)

- You will be connected to an experienced interviewer who will ask you some questions about the conduct.
- You can remain anonymous if you wish. There is no need to reveal your identity unless you choose to do so.
- Once your call is taken, the disclosure will be reviewed and reported back to a dedicated representative at WNSW PHN who will then decide what action to take about the report.



BY POST

You can also send a letter to:
Western NSW Primary Health Network
c/o The STOPline,
Locked Bag 8
Hawthorn VIC Australia 3122

You will need to include as much information as possible about the suspected misconduct in the documentation that you mail to us.



BY APP

Search for STOPline in the iTunes App Store or Google Play to download the free app and submit a disclosure.



BY EMAIL

e-mail: wswphn@stopline.com.au

You will need to include as much information as possible about the suspected misconduct in the e-mail. While the WNSW PHN Whistleblower Service will not provide your email address to your employer without your consent, your identity and e-mail may not be secure or confidential as e-mail records are often accessible by others including your employer.



BY ONLINE

You can use the secure web form that is a part of this website to make a disclosure to the WNSW PHN Whistleblower Service.

[Make a Disclosure Now](#)



BY FAX

Send the fax to:

Western NSW Primary Health Network
c/o The STOPline
+61 3 9882 4480

You will need to include as much information as possible about the suspected misconduct in the documentation that you fax to us.



How feedback will be handled

WNSW PHN handles all reports with respect to privacy and confidentiality.

1. The concern is raised and assessed by an experienced forensic investigator at STOPLine.
2. The report is forwarded our disclosure Officers, the Chair of the WNSW PHN Board and the CEO who will also assess the disclosure and determine next steps in accordance with WNSW PHN policies and procedures.
3. Each disclosure receives its own Unique Reference Number and even if the person making the disclosure prefers to remain anonymous, we encourage them to contact STOPLine at regular intervals (we suggest each 2 weeks) to find out how their matter is progressing.
4. STOPLine staff will not divulge any information relating to a disclosure unless the person is able to provide sufficient information to identify them as the person who initially made the disclosure.
5. This process also assists if the WNSW PHN investigator appointed to oversee the matter has further queries to be put to the person making the disclosure – STOPLine is able to facilitate questions and answers between the investigator and the person making the disclosure while protecting anonymity.
6. For Frequently Asked Questions, please go to <http://wnswphn.stoplinereport.com/faq/>

Workplace grievances

Current employees with a workplace grievance are advised to refer to [WHAL's Employee Grievance and Complaints Procedure](#) for how they can resolve their workplace grievance. Workplace grievances can include:

- an interpersonal conflict with another employee;
- a decision about employment, transfer, or promotion;
- a decision about the terms and conditions of employment;
- a decision to suspend or terminate employment or otherwise take disciplinary action

