



Whistleblower Protections Policy

Contents

Overview	1
Definitions	2
Policy Statement	4
Whistleblowing.....	4
Protection for Whistleblowers.....	5
Protection from Reprisals	5
Protection from Reprisals (Cont.).....	6
Roles and Responsibilities.....	6
Risk and Compliance.....	6
Location.....	6
Feedback.....	6
Related Documents and References	7
Document Control Information.....	7

Overview

Purpose	To encourage and facilitate the reporting of information regarding improper conduct by personnel of The Salvation Army (TSA).
Who does this apply to?	This policy applies to all current and former personnel of TSA, including their relatives, as well as anyone who engages with TSA.
Effective date	06/09/2019

Definitions

Term	Definition
Board, The	The Salvation Army Australia (Territory) Board provides governance oversight to the Australia Territory and has been established to strategically position the Territory so it has a sustainable, major influence on Australian society. The Board provides advice and assistance to the Trustees.
Engaged	Any individual or entity with a formal or informal relationship with The Salvation Army including but not limited to suppliers, service recipients and members of the community.
Equity and Diversity	<p>Equity ensures everybody has an equal opportunity and is not treated differently or discriminated against because of their characteristics.</p> <p>Diversity takes into account the differences between people and respects the diversity of perspective and contribution of all people.</p> <p>TSA values the diverse skills and perspectives people bring to its operations, mission expressions, and the workplace through their gender, gender identity, age, language, ethnicity, cultural background, disability, religious belief, sexual orientation and marital status.</p>
Mission Expression	<p>Ministries or services of The Salvation Army that provide holistic mission and serve people in local communities.</p> <p>This includes Corps, Social and Community programs, Chaplaincy and Mission Enterprises.</p> <p>Examples include but are not limited to Corps meetings and programs, accommodation services, Doorways and Salvo Stores.</p>
Personnel, TSA	A person who may be an officer, territorial envoy, aux-lieutenant, cadet, candidate, person serving under officer conditions, employee, volunteer, contractor or subcontractor, employee of a contractor or subcontractor, employee of a labour hire company, trainee or student on placement that is engaged in any TSA mission delivery or expression or is a Board or Board Committee member.
Policy Owner (PO)	<p>The Policy Owner is the delegate to ensure that all policies, procedures and supporting documents are developed, amended, rescinded, implemented and reviewed according to the Policy Management Policy (GO_LR_POL_TPMP) and the Policy Lifecycle Procedure (GO_LR_PRO_TPMP).</p> <p>The Policy Owner is responsible for managing the following four stages of the Policy Lifecycle:</p> <ol style="list-style-type: none"> 1. Identify and Plan 2. Develop, Consult and Approve 3. Implement 4. Monitor and Review
Report	The written report which a whistleblower provides to a report recipient.
Report Recipient	<p>A person who receives a report from a whistleblower and is required to respond to the report in line with the Whistleblower Protections Policy (GO_LR_POL_TWBP) and Whistleblower Protections Procedure (GO_LR_PRO_TWBP).</p> <p>Personnel may make reports to:</p> <ul style="list-style-type: none"> ▪ Line Manager ▪ Executive/General Managers ▪ Heads of Department ▪ Whistleblower Protections Officer ▪ Members of the Executive Mission Council (EMC), including the EMC Secretariat ▪ Board Members, including the Board Secretariat
Senior Salvation Army Representative	A Senior Manager or above in the direct line of management authority or equivalent.

Term	Definition
The Salvation Army (TSA)	The Salvation Army in Australia inclusive of all mission expressions.
Whistleblower	Any personnel who provide a report within the context of whistleblowing, acting in good faith and on reasonable grounds.
Whistleblower Protections Officer (WPO)	<p>TSA's nominated Whistleblower Protections Officer (WPO) is the Head of Governance and Risk.</p> <p>The WPO will assist report recipients manage reports in accordance with this policy, ensuring procedural fairness in the handling of and response to reports.</p>

Policy Statement

Coverage	This policy covers acts, omissions, matters, programs and activities conducted both inside and outside Australia.
Valuing transparency and accountability	TSA: <ul style="list-style-type: none">▪ Recognises the value of transparency and accountability▪ Supports the making of disclosures that reveal systemic faults▪ Takes steps to avoid mistreatment of whistleblowers
Reporting requirements	This policy provides reporting requirements that: <ul style="list-style-type: none">▪ Allows TSA to deal effectively and appropriately with reports in a way that will protect, as far as is reasonably practicable, the identity of the whistleblower▪ Facilitates protection, as far as is reasonably practicable, from any negative actions that may arise from submitting a report▪ Ensures principles of procedural fairness are applied to investigations in response to reports▪ Provides the appropriate infrastructure to support the reporting requirements including:<ul style="list-style-type: none">○ Systems, processes and mechanisms for reporting and investigation○ Protection of whistleblowers○ Secure storage of information that is provided by whistleblowers

Whistleblowing

Benefits	The benefits of the effective application of this policy include: <ul style="list-style-type: none">▪ An improved organisational culture in which personnel are confident they can raise concerns▪ Improved quality and safety of service delivery▪ Improved compliance▪ Improved work health and safety▪ Improved personnel confidence in the culture of TSA to address inappropriate conduct
Types of reports	Reports may be made on the part of TSA as an organisation or its personnel. Reports may also be made in regard to action taken (or suspected to be taken) against whistleblowing.
Timeframe	The conduct or action being reported may have taken place, still be occurring, or is believed will occur, or will be engaged in.
Complaints and feedback process	This policy exists for personnel alongside existing complaints and Feedback and Complaints Policy (GO_QA_POL_TFBK) and Feedback and Complaints Procedure (GO_QA_PRO-01_TFBK).

Protection for Whistleblowers

Anonymity

TSA offers protection and support to personnel who make a report in circumstances where there are reasonable grounds to do so.

Exceptions to anonymity

TSA takes all reports seriously, and will protect the identity of the whistleblower and the contents of the report, except if the:

- Whistleblower consents in writing to the disclosure of their identity
 - Whistleblower self-discloses their identity
 - Identity of the whistleblower becomes known other than by an action of TSA, and all reasonable steps to reduce the risk that the discloser will be identified have exercised
 - Disclosure of the identity of the whistleblower is compelled by law
 - It is reasonably necessary for the purposes of investigating a matter
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Limitations on public comment

Public comments by personnel, including interactions with commercial and social media must be in accordance with TSA's Media Policy (GO_PR_POL_TMED).

TSA does not authorise any personnel to inform commercial or social media of their report and will not offer protection to any personnel who do so.

Reports made to journalists or parliamentarians will be protected, however only circumstances where the disclosure is of public interest or emergency. Where such reports are not warranted or do not have reasonable grounds TSA will not offer any protection.

Confidentiality

The confidentiality of information provided by a whistleblower must be maintained and can only be disclosed if the:

- Whistleblower consents in writing
- Disclosure is compelled by law
- Disclosure is necessary for the safety of any person
- Disclosure is necessary to address the improper conduct



Maintaining confidentiality in relation to whistleblowing matters is crucial, among other things, in ensuring reprisals are not made against a whistleblower.

Protection from Reprisals

Potential retaliation

A whistleblower may be concerned that they may experience retaliation from other personnel or TSA as an organisation.

TSA will protect the whistleblower from:

- Being terminated or having their employment ceased
 - Performance management
 - Harassment or on the job workplace bullying
 - Warnings or disciplinary actions
 - Discrimination
 - Any other action that can be perceived as retaliation for making a report
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Addressing retaliation

The whistleblower must contact the Whistleblower Protections Officer (WPO) if they:

- Believe that retaliation is imminent
- Are targeted for retaliation
- Have already been retaliated against

The WPO must take the appropriate protective action and make recommendations for its resolution.

TSA is committed to selecting the best possible option to protect the whistleblower.

Protection from Reprisals (Cont.)

Protection and immunity for others

The WPO will also take into account any protection that may be appropriate for other parties, such as witnesses or those who are involved in a whistleblowing matter.

Separation of issues

While TSA is committed to protecting whistleblowers from retaliation, it is also important that whistleblowers remain effective in their position and continue to fulfil the requirements of their role.

TSA will retain the right to address any performance or contractual issues with whistleblowers, provided they are kept separate from and not influenced by the whistleblowing.

Roles and Responsibilities

Whistleblower

A whistleblower provides a report recipient verifiable information of improper conduct or systemic faults within the organisation.

Report Recipient

A report recipient:

- Receives a report from the whistleblower
 - Protects the anonymity of the whistleblower
 - Liaises with TSA's WPO to manage TSA's response to whistleblowing reports
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Whistleblower Protections Officer

The WPO:

- Receives whistleblowing reports
 - Works with whistleblowers and report recipients to manage TSA's response to whistleblowing reports
 - Reports to the Board on whistleblower reports
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Risk and Compliance

Obligation

All personnel under the terms of their service, employment, engagement or contract must comply with all TSA policies, procedures and supporting documents.

Consequences of non-compliance

Failure to comply with this policy may result in disciplinary action and, in serious cases, termination of employment or engagement with TSA.

Location

Repository

[Territorial Policy Application](#)

Feedback

Feedback is encouraged

Feedback is used to improve and enhance the impact of this policy and will be considered when reviewing and updating the document.

Who is feedback provided to?

All feedback is to be forwarded to the Head of Governance and Risk via email to policy@salvationarmy.org.au

Related Documents and References

Related Policy Documents	Whistleblower Protections Procedure (GO_LR_PRO_TWBP) Feedback and Complaints Policy (GO_QA_POL_TFBK) Incident Management Policy (GO_QA_POL_TCIM) <i>to be developed</i>
Related Legislation	<i>Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2019</i>
Funding Agreement Requirements	N/A
Governance/ Accreditation/ Certification Standards	N/A
Audit Report Findings	N/A
Other Relevant Documents /Resources	N/A

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