

Reporter Protection Policy

Ref: 3.3/0926

Policy Group	03 General
Related Policy	CitiReach Complaints Policy (3.4) CitiReach Anti-Discrimination and Freedom from Bullying and Harassment Policy (3.2) CitiReach Human Rights Policy (2.7)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

CitiReach relies on Personnel, participants and others being willing to speak up about a concern — whether about the safety or rights of a participant, the conduct of a Personnel member, or the management of CitiReach itself — without fear of reprisal. This policy sets out the protections available to a person who reports a concern in good faith, consistent with CitiReach's obligations as an NDIS provider and, where relevant, the protections for disclosures under the Corporations Act 2001 (Cth).

Scope

Inclusions: Any CitiReach Personnel member, participant, family member or other person who reports a concern about CitiReach in good faith.

Restrictions: Nil.

Exclusions: A report made maliciously or knowingly containing false information is not protected by this policy, although the reporter is still entitled to procedural fairness.

Objectives

1. To encourage the reporting of concerns about participant safety, misconduct, or wrongdoing at CitiReach.
2. To protect a person who reports a concern in good faith from victimisation, detriment or reprisal.
3. To keep the identity of a reporter confidential wherever possible.
4. To ensure reports are taken seriously and acted on.

Policy Provisions

What Can Be Reported

1. This policy applies to a report made in good faith about:
 - 1.1. A risk to a participant's safety, health or wellbeing, including suspected abuse, neglect or exploitation.
 - 1.2. A breach of this policy suite, the NDIS Code of Conduct, or applicable law.
 - 1.3. Financial impropriety or misuse of CitiReach or Citipointe resources.
 - 1.4. Any other conduct a reasonable person would consider serious wrongdoing.

How to Report

2. A concern can be reported:
 - 2.1. To the CitiReach Head of Operations, in person, in writing, or by emailing feedback@citireach.com.au.
 - 2.2. To the Citipointe Compliance Office, where the concern involves the Head of Operations or CitiReach's leadership.
 - 2.3. Directly to the NDIS Commission, the police, or another regulator, at any time — a person is never required to report internally first.

Protection from Reprisal

3. A person who reports a concern in good faith, and honestly believes the information to be true, is protected under this policy even if the concern is not ultimately substantiated. CitiReach will not, and will not allow any Personnel member to:
 - 3.1. Dismiss, demote, discipline, or otherwise disadvantage a reporter because they made a report.
 - 3.2. Threaten, intimidate or harass a reporter.
 - 3.3. Disclose a reporter's identity, except to the extent necessary to investigate the report, required by law, or authorised by the reporter.

Investigation

4. Reports are investigated promptly, fairly and, so far as possible, confidentially. Where a report indicates a participant may be at immediate risk, CitiReach takes immediate protective action, which may include notifying the NDIS Commission or the police, ahead of or alongside an internal investigation.

Support for Reporters

5. A reporter is kept informed of the general progress and outcome of their report, to the extent this can be done without compromising confidentiality or a fair process for others involved, and is offered access to CitiReach's employee support arrangements where relevant.

Supporting Procedures and Guidelines

- CitiReach Complaints Policy (3.4)
- CitiReach Incident Report Form
- NDIS Commission reportable incidents guidance

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)
- Corporations Act 2001 (Cth), whistleblower protections
- Public Interest Disclosure Act 2010 (Qld), where applicable

Definitions

Citipointe – Citipointe Church, the trading name of Christian Outreach Centre (COC), of which CitiReach is a business name.

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

NDIS Commission – the NDIS Quality and Safeguards Commission, the independent regulator of NDIS providers and workers.

Participant – a person accessing NDIS-funded supports from CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Reporter – a person who makes a report under this policy about a concern relating to CitiReach.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 3.3

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption