

Third Party Disclosure Protocol

1. Purpose behind this Protocol

The purpose of this protocol is to encourage third parties to report unethical, dishonest and/or corrupt conduct of employees, contractors and suppliers of WaterNSW and to set a process in which to do this.

2. Importance of reporting wrongdoing

Ethical behaviour is important to WaterNSW. We view actual or suspected acts of fraud, corruption or other wrongdoing as serious matters.

WaterNSW is committed to considering all reports of actual or suspected incidence of wrongdoing and, where appropriate, investigating and taking other appropriate action.

3. Type of wrongdoing to report

Examples of wrongdoing to report include;

- Corrupt, dishonest or unethical conduct
- Fraudulent or other illegal activity
- Conflicts of interest
- Breaches of privacy and confidentiality
- A substantial mismanagement of resources
- Conduct involving substantial risk to health, safety or the environment
- Modern slavery issues

4. How to report wrongdoing

WaterNSW strongly supports disclosures being made by people regarding unethical, dishonest or corrupt conduct. If you wish to report suspicions of wrongdoing, you can do so through WaterNSW's independent disclosure service provider, Your Call. Your Call operates under a Service Agreement with WaterNSW and acts as the intermediary. This option allows you to:

- Remain completely anonymous
- Identify yourself to Your Call only,
- Identify yourself to both Your Call and WaterNSW.

Your Call reporting options include:

- Website: <https://www.yourcall.com.au/report> (Available 24/7). If using this option, you will be required to enter the following unique identifier code, **WATERNSW**.
- Telephone Hotline: 1800 751 298 (Available 9am to 12am, Monday to Friday, excluding national public holidays).

If you have a hearing or speech impairment, Your Call can be contacted online or through the National Relay Service. Simply choose a contact method at www.relayservice.gov.au and request Your Call's Hotline 1800 751 298.

Reports should provide as much information as possible about the event including:

- Date, time, location, name of person(s) involved including possible witnesses
- Any evidence of the event (e.g. documents, emails)
- Steps already taken to report the matter elsewhere or attempts made to resolve the concern.

All reports must be made with a genuine and reasonable belief regarding the conduct reported.

5. Customer feedback

WaterNSW is committed to providing our customers with excellent service. If you are dissatisfied with any aspect of our services, we would like to hear from you as this feedback helps us monitor and improve customer service levels. Similarly, if you have experienced exceptional service, please tell us.

Our complaints handling policy provides a framework for our staff to address your complaint to ensure we respond to your needs.

To give feedback

- Complete our [customer feedback and complaints form](#)
- Phone – 1300 662 077
- Fax – 1300 832 587
- Mail – Customer Helpdesk, WaterNSW, PO Box 1018, DUBBO 2830
- In person to any WaterNSW employee at any branch/location

If we cannot resolve your concern on the spot, we will acknowledge your concern within two business days and try to resolve it in a timely manner.

Reporting allegations of water theft or misuse

As of 30 April 2018, all compliance activity is now the responsibility of the Natural Resource Access Regulator (NRAR). All current compliance activity has been transferred to NRAR.

Contact NRAR on 1800 633 362 or via email nrar.enquiries@nrar.nsw.gov.au

6. How we deal with customer feedback

WaterNSW has a dedicated feedback-handling team within the Customer Support Services unit. All feedback, relating to our business, is confidential in accordance with our privacy statement.

To assist us in addressing your concern or feedback, we encourage you to contact our customer information officers.

They will record your contact details, the nature of your feedback, what your expectations are and ensure that appropriate steps are taken to resolve the issue.

Contacting the Energy & Water Ombudsman NSW (EWON)

You have the right to contact EWON at any time for independent advice and information. However, we do hope you will contact us first to allow us the opportunity to resolve any issues. EWON can be contacted on 1800 246 545 or you can make an online complaint on their website www.ewon.com.au

7. Information for employees

WaterNSW does have a Reporting and Responding to Alleged Wrongdoing and Criminal Conduct Procedure (formerly Public Interest Disclosure Procedure) which sets out WaterNSW's internal reporting system for staff to report wrongdoing without fear of reprisal or disadvantage.

If you are an employee or contractor of WaterNSW and you believe that WaterNSW has made a mistake or is not doing the right thing, please contact your immediate manager or, where this is not appropriate, the relevant Executive Manager, a nominated disclosures officer or the disclosures co-ordinator so that your report can be assessed as a Public Interest Disclosure.

You can find details of the nominated disclosures officer or the disclosures co-ordinator on the WaterNSW intranet as well as the Reporting and Responding to Alleged Wrongdoing and Criminal Conduct Procedure.