

Frequently Asked Questions

The Integrity At Work intranet page provides comprehensive information and resources that build on the information in this FAQ sheet. Please visit [Integrity At Work](#).

What is the Integrity Hotline (integrity hotline) Reporting Service?

The integrity hotline is an independent, easy to use, and confidential reporting service operated by Stopline. It's for employees to raise concerns about unethical, unlawful or improper conduct, including fraud and corruption, or other serious concerns (referred to as wrongdoing). This may include, but would not be limited to:

- Theft
- Fraud
- Corruption
- Breach of policy and procedure
- Workplace bullying, harassment and discrimination
- Occupational health and safety risks

Why is the integrity hotline being introduced?

Raising concerns about wrongdoing is not always easy. The integrity hotline is designed to encourage and support people to raise concerns confidentially and to feel supported in doing so. A robust integrity system requires a range of internal reporting options, including an alternate pathway that is independent of the workplace but still connected to the employer.

Who can make a report?

All employees across jurisdictions can use the integrity hotline. Employees include executive officers, volunteers, contractors or consultants undertaking work for, or on behalf of CSV.

Judicial officers, judicial registrars and VCAT member can also make a report via the integrity hotline.

Who can I make a report about?

You can make a report about concerns involving employees, executive officers, volunteers, or contractors/consultants undertaking work for, or on behalf of CSV.

Concerns regarding the conduct of a judicial officer or member of VCAT should be made to the Judicial Commission or the Independent Broad-based Anti-corruption Commission (IBAC).

Who is Stopline?

Stopline is an Australian company which specialises in providing integrity reporting services. It has been operating for over a decade and works with private, public sector and not-for-profit organisations. Further details about Stopline are available at www.stopline.com.au.

How does Stopline work?

Stopline enables employees to report suspected or known workplace wrongdoing via telephone, email, online portal or mail.

You can contact Stopline 24 hours a day, 7 days a week. You can use this [online portal](#) or contact them by:

- Telephone: 1300 30 45 50
- Online portal: ([hyperlink](#))
- Email: courts@stopline.com.au
- Post: Court Services Victoria, c/o Stopline Locked Bag 8, Hawthorn, VIC 3122

Trained staff at Stopline will receive your concerns confidentially, and anonymously if you wish. They will work with you to understand the nature of your concern. It is important to provide as much relevant information as possible so that your report can be effectively assessed and acted on.

How will my report be managed?

Stopline will send your report to the CSV Integrity Adviser in the Workplace Relations Unit of the People and Culture division.

The approach to the assessment, management, and investigation of your report will be in accordance with CSV policies and procedures.

Stopline will work to keep your identity confidential. Please call Stopline for an obligation free discussion about confidentiality and what this might mean for you.

If I make a report how will I be protected?

CSV is committed to protecting from reprisal anyone who makes a genuine report. All reports will be treated confidentially.

In situations where confidentiality cannot be maintained (i.e. serious health and safety risk requiring immediate action) Stopline will talk to you about your options and seek your view about the type of protection or support that may be necessary and appropriate for your situation.

How do I know that somebody won't make a false claim to settle a personal grudge?

All reports made to Stopline are managed by professionally trained staff. The experience of Stopline is that vexatious calls occur very infrequently. Matters that are considered trivial, frivolous or vexatious may not be investigated.

Will I be kept informed about the result of making a report?

You will be informed on how your report is to be handled, timeframes that apply, and the outcome of any action where possible.

Due to privacy restrictions and/or the need to protect the integrity of any further investigation, details of any outcomes may not be provided, especially if your report involves another individual.

If you choose to remain anonymous, you will be issued with a confidential reference and password and must initiate contact through phone or in writing to receive feedback.

If I make a report, am I liable in any way?

As a public sector employee, you have an obligation to report wrongdoing.

If you 'speak up' all reasonable care will be provided to protect you from any reprisal or detrimental action for making a report. However, if as the person making a report, you are also involved in wrongdoing, that conduct will be assessed under the Misconduct Policy in the usual manner.

Can I make a report without using Stopleveline?

Yes. You can make a report by other internal reporting pathways. Please visit CSV's intranet page [Integrity At Work – Making a Report](#).