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About Healthscope Ethics Hotline

What is the Healthscope Ethics Hotline?

The Healthscope Ethics Hotline (the **Hotline**) provides a confidential reporting mechanism that helps Healthscope identify and resolve matters that violate laws, regulations and policies. The Hotline is not intended to replace existing policies or procedures or less formal methods of resolving internal complaints or concerns regarding routine matters. Rather, it is intended to complement the processes and procedures already in place and provide an additional reporting tool to associates and others.

What is NAVEX?

NAVEX is a third-party, independent reporting service that operates the Healthscope Ethics Hotline on behalf of Healthscope. When you contact this service, you do not have to give your name. You may call at any time 24 hours a day, 365 days a year.

Why do we need a system like the Healthscope Ethics Hotline?

- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With the Healthscope Ethics Hotline, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

The Healthscope Ethics Hotline is designed for employees to report any violation of our Code of Conduct, or other concern you may have, including (but not limited to) discrimination, harassment, conflicts of interest, privacy and data security, inappropriate behavior (including in relation to patient care), unfair employment practices, workplace health, safety and environment matters, substance abuse, threats and physical violence, bribery or corruption, insider information, fraud, or theft.

If I see a violation, shouldn't I just report it to my manager or human resources and let them deal with it?

When you observe some behavior that you believe violates our Code of Conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of Healthscope's management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with NAVEX to provide the Healthscope Ethics Hotline. We would rather you report anonymously than keep the information to yourself.

Why should I report a matter?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and reporting any matter that you become aware of that violates the law, regulations or Healthscope policies. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company. If you report a matter in good faith, please know that you will not be retaliated against and will face no retribution.

Where do these reports go? Who can access them?

Reports are entered directly on the Hotline secure server to prevent security breaches. NAVEX makes Hotline reports available only to specific individuals within Healthscope who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Is the Hotline for emergencies?

The Healthscope Ethics Hotline **is not intended for emergency use**. If you need emergency assistance or believe a crime is in progress, call 000 (in Australia) or 111 (in New Zealand) (or other local equivalent) immediately.

Reporting - Security & Confidentiality

It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?

The Healthscope Ethics Hotline does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to the Hotline is available.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside your work environment through the Healthscope Ethics Hotline secure website.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the Hotline system strips away Internet addresses so that anonymity is totally maintained.

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the Healthscope Ethics Hotline web site. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Tips & Best Practices

I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. Healthscope Ethics Hotline can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

What if my boss or other managers are involved in a violation?

The Healthscope Ethics Hotline system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report at the Healthscope Ethics Hotline web site or through the Hotline, you receive a unique user name and are asked to choose a password. You can return to the system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.