

WHISTLEBLOWERS.CO.NZ

The business case for an independent whistleblower service

A two-page summary for management: why it matters, what the law expects, the options and the cost.



Recommendation

Engage an independent, New Zealand-based provider to receive and manage whistleblower disclosures (including protected disclosures), giving staff a confidential 24/7 channel to report serious wrongdoing.

Cost: from \$100 + GST per month, plus a one-off \$1,000 + GST setup.

Benefit: earlier detection of fraud, misconduct and other serious wrongdoing, clear compliance with the Protected Disclosures (Protection of Whistleblowers) Act 2022, and protection for your people and reputation.

Why it matters

43%

of frauds are first detected by a tip, nearly three times more than internal audit.

55%

of those tips come from employees, the people best placed to see wrongdoing early.

1/3 lower

median loss with a formal reporting channel, and fraud is caught 6 months earlier.

Source: ACFE, *Occupational Fraud 2026: A Report to the Nations* (14th edition, 2,402 cases across 143 countries).

What the Protected Disclosures (Protection of Whistleblowers) Act 2022 expects

- **Any organisation** that receives a protected disclosure must deal with it properly, including acknowledging it and deciding what to do within **20 working days**.
- The **identity of the discloser must be kept confidential**, with limited exceptions.
- Disclosers are **protected from retaliation**, including personal grievance and victimisation claims if they are treated unfairly.
- **Public sector organisations** must have internal procedures for receiving and dealing with disclosures, and publish information about them.

The risk of doing nothing

- Serious wrongdoing runs longer and costs more before it is found.
- Staff who don't trust internal channels stay silent, or go straight to the media or a regulator.
- Mishandled disclosures can lead to legal claims, regulatory scrutiny and reputational damage.
- Concerns may land with the very person they are about.

Who we are

Whistleblowers is a 100% New Zealand owned service operated by Incident Response Solutions Limited, a forensic and cyber-security firm licensed by the Ministry of Justice as Private Investigators (licence 20-072755). It is led by Campbell McKenzie, a forensic expert witness who was formerly a Director of forensic services at PwC and a member of the New Zealand Police forensic team. He is supported by a team of experienced forensic and investigative practitioners.

Options compared

	In-house	Independent provider
Independence	Limited: reports stay inside the reporting line	Arm's-length third party
Staff confidence	Mixed: fear of being identified	High: confidential or anonymous
Availability	Business hours	24/7 by phone, web, email and post
Handling and investigation	Depends on in-house skills	Forensic-standard triage and records
Act compliance	Achievable with effort	Built in, with policy support
Cost	Staff time, training and systems	From \$100 + GST per month

What's included

- Dedicated reporting channels: 0800 number, secure web form, email and post
 - 24/7 New Zealand call centre (optional on Standard)
 - Confidential and anonymous reporting options
- Disclosures received, recorded and triaged by experienced investigators
 - Welcome pack, staff communications and onboarding
 - Whistleblower policy drafting or review, and summary reporting

Costs

Plan	Monthly	Includes
Standard	\$100	All channels except phone. Disclosures and other work at \$100 per hour. Add the 24/7 phone channel for \$25 per month.
Premium	\$500	24/7 call centre, up to five disclosures per month, yearly policy review and yearly summary report.

All prices exclude GST. A one-off \$1,000 setup fee applies to both plans.

Getting started

- 1

Agree a plan

Choose Standard or Premium and confirm your requirements.
- 2

Set up

We configure your channels and provide a welcome pack.
- 3

Launch

Update your policy and tell staff how to make a disclosure.
- 4

Ongoing

We receive, triage and report on every disclosure.

Talk to us about setting up your service

0800 WITNESS (0800 948 637)
support@whistleblowers.co.nz · whistleblowers.co.nz