

Aged Care Services

Whistleblower Policy



Accessible version for Participants, staff and others

1. If you have reasonable grounds to suspect that the provider, a worker, a Responsible person or another entity has, or may have, contravened a provision of the Aged Care Act, you can make a Whistleblower disclosure in writing or verbally, anonymously if you choose.
2. To make a Whistleblower disclosure, you should promptly contact our designated Whistleblower officers. You can also inform one of our staff, who is a Responsible person or Aged care worker, and they will inform the Whistleblower officer; they will not tell anyone else.

- Whistleblower officer contact details:

Name:	Felicity Whorlow
Phone:	0417 821 583
Post:	PO Box 131, Albury NSW 2640
Email:	WPO@intereach.com.au

- We have engaged an external independent third party authorised Eligible Recipient, Emverio Workplace Complaints, a division of Acacia they can be contacted as per below:
 - Letter: PO Box 1110 Spring Hill QLD 4000 · Email: info@complaints.emverio.com
 - Phone: 1300 454 574 between 7.00 am and 8.00 pm (Australian Eastern Standard Time) Monday to Friday (excluding public holidays - reduced hours during holiday periods).
 - Internet: www.workplacecomplaint.com
3. We will take appropriate action as soon as practicable to respond to your Whistleblower disclosure in accordance with our Whistleblower procedure. This may include:
 - Assessing whether your Disclosure qualifies as a Whistleblower disclosure.
 - Investigating qualifying Whistleblower disclosures. Where necessary, this may include discussing it with you and/or anyone else involved.
 - Reviewing our policies, practices and procedures in light of the Disclosure.
 4. We will provide support for you and anyone associated with you to whom detriment may be caused because of the Disclosure. We will also ensure that fair treatment is provided for any person mentioned in the Disclosure or to whom the Disclosure relates.
 5. You may instead choose to make a Whistleblower disclosure to the following external parties: The Aged Care Quality and Safety Commissioner; the Complaints Commissioner; the Aged Care Quality and Safety Commission's staff; the System Governor; an official of the Department of Health, Disability and Ageing; a police officer; or an independent aged care advocate. Contact details for external parties (current as at the date of issue; please confirm the most up-to-date contact pathway before making a disclosure):
 - Aged Care Quality and Safety Commission and Complaints Commissioner: 1800 951 822 or agedcarequality.gov.au.
 - Department of Health, Disability and Ageing: 1800 200 422 (My Aged Care) or health.gov.au.
 - Police: 000 in an emergency, or your local police station.
 - Independent aged care advocate: Older Persons Advocacy Network on 1800 700 600 or opan.org.au.
 6. If you make a Whistleblower disclosure, we are required by law to provide you with the following protections:

- You will not be sued, charged with a criminal offence, disciplined or have a contract terminated because you made the Whistleblower disclosure.
- You can stay anonymous if you want, and we will keep your identity confidential. If we have to identify you (for example, to deal with a serious safety threat), we will tell you first if it is reasonable to do so.
- You will not be punished, threatened or treated unfairly because you made the Whistleblower disclosure (this is called victimisation).

Options

7. You may elect to have your Disclosure dealt with as a Complaint or Feedback instead. Should you do so, your Disclosure will be dealt with in accordance with our Complaints and Feedback system. If you elect to have a Whistleblower disclosure managed as a Complaint or Feedback, the Whistleblower protections continue to apply to you, but we may need to disclose your identity for the purposes of managing the matter as a complaint. A Disclosure that does not qualify as a Whistleblower disclosure will be treated as a Complaint or Feedback. The Whistleblower protections do not apply where the matter is not a Whistleblower disclosure.
8. Whistleblowers who suspect there has been a breach of the protections that should be provided to them can report it to the Whistleblower officer, or any of the external parties listed above (the Aged Care Quality and Safety Commissioner, the Complaints Commissioner, the Aged Care Quality and Safety Commission's staff, the System Governor, an official of the Department of Health, Disability and Ageing, a police officer, or an independent aged care advocate).

More Information

9. If you need more information, please let us know.

Document control				
Version	Date approved	Approved by	Next review date	Comment
1.0	3/7/2026	Sarah Matthews - General Manager Operations – Aged Care Services	3/7/2029	Assessable version of Aged Care Services Whistleblower Policy
1.1	23/9/2026	T. Mercer – Quality Advisor	3/7/2029	Updated Whistleblower Officer

Definitions

In this Policy, capitalised terms have the following meanings.

Aged Care Act means the Aged Care Act 2024 (Cth) and the Aged Care Rules 2025 (Cth).

Aged care worker has the meaning given to it in the Aged Care Act and includes our employees, agency staff, contractors and volunteers who deliver funded aged care services on our behalf.

Comment means Feedback that is neither positive nor negative – an observation, an idea or a suggestion – where a response or resolution is not expected or required.

Complaint means an expression of dissatisfaction made to or about us related to our accommodation, care, services, staff or management where a response or resolution is expected or required. It may include wrongdoing or a Whistleblower disclosure that the Whistleblower elects to have treated as a Complaint or Feedback. It does not include a request for services, updates, information or review of a decision (where there is a separate review mechanism).

Complaints and feedback system means the system for receiving, managing and resolving Complaints and Feedback.

Compliment means positive Feedback about our care, services or workforce.

Disclosure means a Complaint, Feedback or a Whistleblower disclosure under the Aged Care Act that is to be treated as a Complaint or Feedback.

Feedback means an expression made to or about us related to our accommodation, care, services, staff or management that is either a Compliment or a Comment. A Complaint is not Feedback.

Responsible person has the meaning given to it in the Aged Care Act and includes our directors, senior managers and other persons who exercise control over the delivery of funded aged care services on our behalf.

Whistleblower means an individual who has reasonable grounds to suspect that the provider, a worker, a Responsible person or another entity has, or may have, contravened a provision of the Aged Care Act, and who conveys that information to one of the people listed in this Policy who can receive a Whistleblower disclosure.

Whistleblower disclosure means a disclosure of information by a Whistleblower made orally or in writing (including anonymously) that qualifies for Whistleblower protections under the Aged Care Act.

Whistleblower officer means the nominated individual who acts on behalf of us in receiving, managing, investigating, resolving and responding to Whistleblower disclosures in line with our Whistleblower Policy.

Whistleblower Policy means our policy for receiving, assessing, managing and resolving Whistleblower disclosures, which sets out the Whistleblower system in detail.

Whistleblower protections means the protections that the Aged Care Act gives to Whistleblowers in respect of a Whistleblower disclosure. The protections include (a) protection from civil, criminal or administrative liability for making the Whistleblower disclosure, including disciplinary action and contractual remedies; (b) confidentiality of identity (we must not disclose the Whistleblower's identity, or any information likely to lead to identification, except as authorised by the Aged Care Act); and (c) protection from victimisation, meaning we must not take, or threaten, any detrimental action against a Whistleblower because they have made or may make a Whistleblower disclosure. Civil penalties apply if these protections are breached.