



Whistleblower Policy – Consumers, Staff & Others

1. If you have reasonable grounds to suspect that we have breached a provision of the Aged Care Act or the NDIS 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 one of our designated Whistleblower protection officers. You can also inform one of our staff, who is a Responsible person or Aged care worker, and they will inform a Whistleblower protection officer.
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:
 - (a) Assessing whether your Disclosure qualifies as a Whistleblower disclosure.
 - (b) Investigating qualifying Whistleblower disclosures. Where necessary, this may include discussing it with you and/or anyone else involved.
 - (c) 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:
 - (d) Aged Care Act: 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 and Aged Care; a police officer; or an independent aged care advocate.
 - (e) NDIS Act: The NDIS Quality and Safeguards Commissioner or the NDIA.
6. If you make a Whistleblower disclosure, we are required by law to provide you with the following protections:
 - (a) Protection from civil, criminal or administrative liability; and from contractual or other remedies.
 - (b) If you request that your name, or any other individual named in the Disclosure, remains anonymous, we will take such steps as is reasonable in the circumstances to preserve anonymity.
 - (c) We will keep your identity or any other information that may identify you confidential.
 - (d) We will not cause or threaten to cause detriment to you or anybody else if you make a Whistleblower disclosure.
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. A Disclosure that does not qualify as a Whistleblower disclosure will be treated as a Complaint or

Feedback. The Whistleblower protections mentioned above do not apply to Complaints and Feedback.

8. Whistleblowers who suspect there has been a breach of the protections that should be provided to them can report it to a Whistleblower protection officer, or any of the external parties in paragraph (5). They may also seek independent legal advice.
9. Our Whistleblower protection officers are:
 - (a) Belinda Sargent, Executive Manager People & Culture: bsargent@glenview.org.au
 - (b) Annabel Chong, Quality & Risk Manager: feedback@glenview.org.au
10. When making a Whistleblower disclosure, please include any known details about the events underlying the actual or suspected wrongdoing, including a description of the events or activities, including locations, names of people involved and their roles, relevant dates and times, possible witnesses to the events, supporting documentary evidence, and steps already taken to report or resolve the concern/s.
11. If you need more information, please let us know.