



Whistleblower Protection Policy & procedure

Mirae Aged Care Cabramatta Pty Ltd is committed to maintaining an open, accountable, and ethical workplace culture in which wrongdoing can be raised without fear of reprisal. Under the *Aged Care Act 2024* and *Aged Care Rules 2025*, all registered aged care providers must have a whistleblower system and a whistleblower policy that protects individuals who make qualifying disclosures.

This policy explains how Mirae Aged Care Cabramatta Pty Ltd supports and protects anyone who reports suspected or actual breaches of the Act, unethical conduct, or improper behaviour within the organisation or the aged care system. It ensures every disclosure is handled with confidentiality, fairness, and integrity.

Policy

Mirae Aged Care Cabramatta Pty Ltd will:

- Implement and maintain a whistleblower system that enables disclosures of wrongdoing to be made safely and confidentially.
- Encourage staff, contractors, clients, supporters, and members of the public to report suspected breaches of law, policy, or ethical standards.
- Ensure anyone making a qualifying disclosure receives protection from retaliation, discrimination, or disadvantage.
- Integrate the whistleblower system with the organisation's Complaints and Feedback Management System, ensuring qualifying disclosures are handled in accordance with the Act and Rules.
- Protect the identity and confidentiality of disclosers, unless lawful exceptions apply.
- Investigate disclosures promptly, objectively, and without bias.
- Ensure the Governing Body, CEO/Director, and Quality Care Advisory Body (QCAB) receive oversight reports while maintaining confidentiality.

Procedure

Definition of Whistleblowing

Whistleblowing is the act of reporting suspected or actual wrongdoing or non-compliance under the *Aged Care Act 2024*, including:

- Breaches of the Act, Rules, or Strengthened Quality Standards.
- Fraud, corruption, or misuse of Commonwealth funds.

- Negligence, abuse, or neglect of older people.
- Victimisation or discrimination against complainants, clients, or staff.
- Serious risks to health, safety, or wellbeing of individuals.
- Improper conduct, conflicts of interest, or unethical behaviour.

Anyone (including workers, clients, families, advocates, or members of the public) can make a disclosure.

Eligible Recipients

A qualifying disclosure can be made verbally or in writing to any of the following:

- The Aged Care Quality and Safety Commission or the Complaints Commissioner.
- The System Governor or officials of the Department of Health, Aged Care and Disability.
- A responsible person, aged care worker, or registered provider at Mirae Aged Care Cabramatta Pty Ltd
- Police officer.
- An independent aged care advocate.
- a registered provider;
- a responsible person of the registered provider;
- an aged care worker of a registered provide

Disclosures made through these channels are eligible for whistleblower protections under Section 547 of the *Aged Care Act 2024*.

Protection for Disclosers

A person who makes a qualifying disclosure is entitled to the following legal protections:

1. Protection from retaliation or unfair treatment

- Disclosers cannot be dismissed, harassed, discriminated against, victimised, or treated unfairly for making a disclosure.
- Any person who retaliates against a discloser may face disciplinary action and legal penalties.

2. Immunity from liability

- Disclosers are immune from civil, criminal, or administrative liability for making a qualifying disclosure.

- They cannot face disciplinary or contractual consequences for raising a protected disclosure.
- However, immunity does not cover their own misconduct revealed in the disclosure.

1. Anonymity and confidentiality

- Disclosers may remain anonymous if they wish.
- Mirae Aged Care Cabramatta Pty Ltd will not reveal their identity except where:
 - Required by law (e.g., court, tribunal, Commission, or police).
 - The discloser provides written consent.
 - It is necessary to prevent or reduce serious threats to someone's health or safety.

2. Legal remedies

- Disclosers who experience retaliation can seek compensation, injunctions, or other court orders.

Scope and Integration with Complaints

All whistleblower reports are handled under the same steps and structure as the Feedback and Complaints Management Policy and Procedure, which include:

- Receiving and recording the disclosure
- Acknowledging receipt
- Assessing and triaging the matter
- Investigating and resolving
- Communicating outcomes
- Reporting to the Governing Body and QCAB

However, where the disclosure meets the requirements for whistleblower protection under **Section 547** of the *Aged Care Act 2024*, the following **additional protections and protocols** apply.

Support and Protection Measures

Upon receipt of a qualifying disclosure, the Care Partner and CEO/Director will:

- Assess any potential risk to the whistleblower.
- Implement measures to prevent harm, such as:
 - Modifying duties or work arrangements.
 - Monitoring workplace interactions for signs of victimisation.

- Providing access to support, counselling, or advocacy.
- Ensure the whistleblower is kept informed of their rights and protections throughout the process.

If you wish to report a concern or make a confidential disclosure, you may use our online form:

<https://form.jotform.com/info.cabramamirae/complaint-or-feedback-form>

You may choose to remain anonymous.

You can report concerns to:

- Mirae Aged Care directly
- Aged Care Quality and Safety Commission
- An independent advocate
- Law enforcement (if required)

Contact Us

Mirae Aged Care Cabramatta Pty Ltd

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