

CLIENT - WHISTLEBLOWER GUIDELINES

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Purpose

These guidelines explain how you can speak up if you see or hear something wrong at Wintringham. They show you how to report serious concerns about the aged care services you get or used to get, what happens after you speak up, and how Wintringham will support you.

Scope

These guidelines are for anyone who gets aged care services from Wintringham. This includes people living in a Wintringham residential aged care home, people receiving support in the community, and anyone who used to get aged care services from Wintringham. You, your carer, your family, or anyone who helps you can use these guidelines if you have a concern about the aged care services you receive or received.

Procedure

1. What is a whistleblower report? What is a complaint?

- 1.1 A **whistleblower report** is when you tell us about something serious, like misconduct, abuse, fraud, or unsafe behaviour. These are things that could put people at risk or break the law.

A **complaint** is when you give feedback or raise a concern about everyday issues, like service quality, communication, or minor disagreements.

If you are not sure which one your concern is, you can still speak up. Staff will help you work out the right process.

2. How to report

- 2.1 You can report a concern as a Whistleblower through any of the following ways. Choose the one that works best for you:

- **Verbally** - Talk to a Wintringham staff member
- **Online** - Use the Wintringham website to submit a report online <https://www.wintringham.org.au/feedback-complaints.html>
- **Email** - Write an email and submit to feedback@wintringham.org.au
- **Feedback form** - Complete a feedback form, which is provided in your welcome pack or available at any Wintringham site and give this to a staff member.

3. Support and Protection

- 3.1 You can speak to any Wintringham staff member to report as a Whistleblower or gain support and protection.

If you would like to report to someone outside of Wintringham, or gain additional support, you can contact:

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- The Aged Care Commissioner or their staff. Their contact phone number is **1800 951 822** or email info@agedcarequality.gov.au
 - The Department of Health, Disability and Ageing or their staff. Their contact phone number is **1800 020 103**
 - A Police officer
 - An independent aged care advocate:

Older Persons Advocacy Network (OPAN) 1800 700 600

Seniors Rights Victoria (Elder Abuse) 1300 368 821

Advocacy Tasmania 1800 005 131

If you are deaf or have a hearing or speech impairment, contact the National Relay Service on **1800 555 667**

If you need an interpreter contact the Translating and Interpreting Service on **131 450**



4. What to say

- 4.1 When you make a report, try to include as much information as you feel comfortable sharing. This helps Wintringham understand your concern and respond appropriately.

You may wish to include:

- **What happened:** Describe the incident or behaviour you are concerned about.
- **Who was involved:** Name any people, staff, or services connected to your concern, if you know.
- **When and where:** Note the date, time, and location of the incident, if you remember.
- **How it made you feel:** Share your feelings or the impact the incident had on you or others.
- **Any evidence:** Attach documents, photos, or other information if you have them.

Important:

- You do not need to have all the details or evidence to make a report.
- You can report even if you are unsure or only have part of the story.

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- You are encouraged to speak up. Wintringham will listen and support you.

Share only what you feel safe sharing. You can choose to remain anonymous or have a support person help you.

5. What happens next

5.1 Your concern will be sent to one of our Whistleblower Protections Officers (WPO)

- The WPO will talk to you about what happens next.
- Your concern will be listened to and treated with respect.
- Your information will be kept private.
- You will not be punished or lose services for raising a concern.
- You can stop or pause at any time.
- You can have a support person with you.

Resources

Wintringham - https://www.wintringham.org.au/feedback-complaints.html
Opas - https://opas.org.au/get-support/
Seniors Rights Victoria - https://seniorsrights.org.au/get-help/
Advocacy Tasmania - https://advocacytasmania.org.au/

Related Documents

PAC 5.18	Whistleblower Policy
L_M 3.20	Complaints Policy
L_M 2.16	Feedback Policy

Authorisation

This guideline has been authorised by General Manager People and Culture – October / 2025.

Review Date

October / 2028
