

Name	Whistleblowing Policy
Approval Date	July 2025
Review Date	April 2027
Version	1

POLICY STATEMENT

Glasshouse Country Care will ensure a safe and confidential process for reporting suspected wrongdoing, protect whistleblowers from retaliation, and promote a culture of transparency and accountability.

PURPOSE

Through the implementation of this policy Glasshouse Country Care will ensure aged care workers, older people, their registered supporters, families, and other stakeholders can report concerns without fear of reprisal.

LEGISLATIVE AND POLICY FRAMEWORK

NDIS Practice Standards and Quality Indicators

NDIS Scheme Act 2013

Disability Discrimination Action 1992 (Commonwealth)

Aged Care Act 2024

Aged Care Standards 2025

SCOPE

This policy applies to all Glasshouse Country Care Board Members and employees (full-time, part-time, fixed term, casual, voluntary and temporary) for the duration of their employment.

ORGANISATIONAL COMMITMENT

Glasshouse Country Care will encourage and support any person to make a report to the relevant person or agency and be confident of doing so without fear of retribution. The organisation has in place reporting procedures, confidentiality safeguards, and provides protection from unfair treatment or discrimination. Glasshouse Country Care provides all staff with training in relation to whistleblowing rights and responsibilities during induction and ongoing through mandatory training, supervision and team meetings.

Policy

Terminology	Definition
Whistleblowing	Whistleblowing is defined as a disclosure that reports actual or reasonably suspected wrongdoing within an aged care / NDIS organisation. This wrongdoing can include misconduct, unsafe practices, or systemic failures, as defined under the Aged Care Act 2024 . The Act provides legal protections for individuals making these disclosures, ensuring they are not retaliated against. The report can be made about someone who has not

	followed the aged care or disability law, or more broadly, about an organisation that hasn't followed the aged care or disability law.
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People can make a report to:

- The GHCC General Manager
- The GHCC Chair of the Board
- A GHCC Director
- A Police officer
- The Commission
- The NDIS
- The department, or an official of the department
- An independent aged care advocate.

In relation to a report about a member of staff in the first instance a report should be made to the General Manager. If the report is not acted upon by the General Manager the worker should raise their report with the relevant agency

People can make the report in person, over the phone or in writing. The report can also be made anonymously.

If someone makes a report, they will:

- Be protected from any negative results that come from making the report.
- Have their identities or identifying information protected, with some exceptions – for example, where it is necessary to share information with the ACQSC or a lawyer or to prevent a serious threat to a person or people.

RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy and the General Manager has primary responsibility for the management of staff and services covered by this policy.

RELATED DOCUMENTS:

Violence, Abuse, Neglect, Exploitation And Discrimination Policy and Procedure
 Zero Tolerance Procedure
 Sexual Harassment Policy
 SIRS Policy/Procedures
 Client Incident Form

Date	Version Number	Changes	Review Date
08/05/2025	1	New Policy	April 2027

