

Policy Purpose:

Why this policy exists

At Your Side, we believe in doing the right thing. We want everyone, clients, families, staff, volunteers, and others to feel safe and supported when raising concerns about serious wrongdoing. This policy explains how you can speak up, what you can report, and how we'll protect you.

Who can speak up?

You can raise a concern if you are:

- A client or their family member, carer, advocate, or representative
- A current or former staff member, volunteer, or contractor
- A supplier or consultant
- Anyone connected to someone in the above groups

What can be reported?

You can report serious concerns like:

- Dishonest or illegal behaviour
- Abuse, neglect, or unsafe practices
- Breaches of the Aged Care Act 2024
- Actions that go against the Statement of Rights
- Fraud, corruption, or serious mismanagement
- Threats to health, safety, or the environment

If you're unsure whether your concern fits, it's still okay to speak up – we'll help guide you.

What's Not Covered?

This policy doesn't cover general complaints about services (refer to our Feedback Policy which is also on our website, or you can request a copy from one of our team.)

How to Make a Report

You can report your concern:

Internally: ask to speak to one of our Whistleblower Protection Officers:

Director, Corporate Services

Director, Customer Care

Chief Executive Officer

Chair of the Finance, Audit & Risk Management Committee

Chair of the Board

Externally:

Aged Care Quality and Safety Commission,

Department of Health, Disability and Aged Care Police

You can choose to:

Share your name, or stay anonymous (e.g., use a pseudonym)

What information should you include?

To help us investigate, please include details of:

- What happened
- When and where it happened
- Who was involved
- Any witnesses or evidence (e.g., documents, emails)
- Any steps you've already taken

How We Protect You

If you speak up in good faith:

You're protected from retaliation (e.g., bullying, dismissal, threats).

Your identity will be kept confidential unless you agree otherwise or the law requires disclosure.

You may be entitled to legal protection and support.

Anyone who tries to harm or intimidate you for speaking up may face serious consequences.

What happens after you report

We'll assess your report within 5 business days.

If needed, we'll start a formal investigation.

We'll keep you updated (unless you've chosen to stay anonymous).

Your report will be stored securely and handled with care.

Important Notes

You can also report concerns to legal advisors or regulators like ASIC or APRA.

We encourage you to speak up early and honestly.

Policy Principles:

Use of these policy and procedures should be guided by **Your Side's Core Values:**

Customer Focus - We recognise that the support and assistance we provide is critical to the wellbeing and independence of our clients. We respect their choices as individuals, and we understand and accept our responsibility to be mindful and responsive to their needs.

Reliability - We deliver reliable service outcomes to our clients, our service delivery partners, our funders and the community as a whole.

Integrity - We act honestly, consistently and transparently with one another and in the best interests of our clients and our funding bodies at all times. We are accountable

	for our actions and understand their importance to our clients and the community. Quality – We encourage innovation and improvement. We provide consistent quality leadership and financial efficiency. We are future focused and continue to develop our knowledge and skills to ensure that Your Side is sustainable and effective into the future.
Definitions:	Reportable conduct means serious behaviour that is wrong or unsafe. This may include: • Lying or being dishonest • Stealing or breaking the law • Hurting someone or threatening to hurt them • Damaging property or the environment • Breaking rules or policies • Putting people’s health or safety at risk • Using funds or resources in the wrong way • Hiding serious problems or mistakes If someone sees or knows about this kind of behaviour, they should report it. A whistleblower is someone who reports serious problems or bad behaviour. They can choose to stay anonymous (not give their name). They are protected from being treated unfairly for speaking up. Whistleblower Protection Officers: Your Side has special staff called Whistleblower Protection Officers. They are trained to listen, investigate, and keep your report safe and confidential.
Responsibilities:	All Your Side staff must report any serious or dishonest behaviour they see or suspect. This includes things like: • Breaking the law

	• Acting unfairly or unsafely • Misusing resources They can report it with their name or anonymously. Staff must also refer any whistleblower disclosures to the Whistleblower protection officers.
Forms & Documents:	Feedback – Your Side
Legislation:	• Corporations Act 2001 • Fair Work Act 2009 • Fair Work Regulations 2009 • Insurance Act 1973 • Life Insurance Act 1995 • Public Interest Disclosure Act 2013 • Superannuation Industry (Supervision) Act 1993 • Taxation Administration Act 1953 • Aged Care Act 2024
Quality Service Standards:	Strengthened Quality Standards Aged Care Quality and Safety Commission • <u>Standard 1: The person</u> • <u>Standard 2: The organisation</u> • <u>Standard 3: Care and services</u> • <u>Standard 4: The environment</u> • <u>Standard 5: Clinical care</u>