

Northern Health Aged Care Whistleblower Disclosures

A Whistleblower Disclosure is a report you make if you think there has been a possible breach of the Aged Care Act. The new Aged Care Act protects you - the "whistleblower"- to make sure you can report concerning information without fear that you or your loved one will be punished or treated unfairly. Reports can be made by residents, participants, family/friends and NH staff.

See below for what happens when a report is made at Northern Health.

Tell us about your concern

1



We will protect your identity. Only people who need to know about the report will be involved. You will not be treated unfairly for making a report to us.

● **Call:** Reception on
(03) 8405 8000
Ask for Chief People Officer

● **Email:**
whistleblowers@nh.org.au

● **Scan QR code:**



If you need help reporting your concern



Interpreters:



- TIS National on 131 450
- Aboriginal Interpreter Service (AIS) on 1800 334 944.



Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600

There is no charge for using these services.

2



We will look into your concern

A Whistleblower Protection Officer will review your report.

They will contact you:

- They will let you know they have received your report.
- They might ask for more information.
- They will tell you if your report will be investigated.
- They will tell you how the investigation will work and how long it might take.

3



We will let you know what we did

- The Whistleblower Protection Officer will tell you the outcome of how your report has been fixed, some information may need to be kept confidential.
- If the problem is a crime, we will report it to the police.

4



If you are still concerned

You can escalate your report to the Aged Care Quality and Safety Commission.

- Online at www.agedcarequality.gov.au/
- By Phone: 1800 951 822.