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Whistleblowers (Consumers)

Aged Care Policy



OVERVIEW¹

Whistleblowers are people who speak up when something isn't right.

At Kogarah Community Services (KCS), we believe everyone should feel safe, respected, and supported. A whistleblower is someone who **reports serious wrongdoing** such as abuse, fraud, or unsafe behaviour. Speaking up helps protect you, other consumers, and the whole community.

This policy explains **how you can report concerns, what happens next, and how we protect you.**

YOU CAN SPEAK UP IF YOU SEE OR EXPERIENCE:

- Abuse (physical, psychological, or other) of a consumer
- Fraud, theft, or misuse of money
- Bribes, gifts, or benefits that haven't been properly reported
- Illegal or unsafe behaviour (like violence or drug use)
- A serious risk to health, safety, or the public
- Unfair treatment of someone who has already spoken up

(Note: General service complaints are handled separately through our ACP602 Feedback and Complaints Aged Care)

WHO CAN SPEAK UP?

Anyone connected to KCS can make a report, including:

- Consumers and their families
- Current or former staff, volunteers, or contractors
- Suppliers or partners

WHO CAN I TALK TO?

You can report your concerns in person or by letter (49 English Street, Kogarah, NSW 2217), by phone (9553 6506) or by email to:

- Your Care Partner (Coordinator)
- The Aged Care Manager (sue.eckart@kcs.org.au)
- CEO/Governance & Compliance Manager (compliance@kcs.org.au)
- Chairperson of the KCS Board of Directors (chairperson@kcs.org.au)
- Regulatory bodies or law enforcers relevant to the report. For example, breaches of the aged care code of conduct can be reported to the [Aged Care Quality and Safety Commission](#) or [Older Persons Advocacy Network](#). Breaches of the law can be reported to the Police.

HOW WE PROTECT YOU

If you speak up in good faith, you are legally protected:

- Your identity will be kept confidential (unless you agree to share it, or we must by law)
- You cannot be punished, threatened, or treated unfairly because of speaking up
- You may be entitled to compensation if you experience harm as a result of your report

¹ Information on Whistleblowers is taken from: Australian Government Australian Securities and Investment Commission (ASIC) [Regulatory Guide 270: Whistle Blower Policies](#)

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WHAT HAPPENS AFTER YOU REPORT?

- **Acknowledgement** – Your concern will be received and reviewed by the relevant team member.
- **Assessment** – Within 2 weeks, you'll be told if it qualifies for investigation.
- **Investigation** – If needed, an independent investigation will begin and should be completed quickly (usually within 1 month).
- **Outcome** – You will be updated on the findings, while protecting everyone's confidentiality.
- **Fairness** – Anyone named in a report will also be treated fairly and given a chance to respond. An employee who is the subject of a disclosure:
 - is entitled to the presumption of innocence until proven otherwise
 - will be advised about the subject matter of the disclosure prior to any actions being taken, for example, if the disclosure will be the subject of an investigation

WHY IT MATTERS

By speaking up, you help keep KCS safe, fair, and accountable. It protects not only you, but also other consumers, staff, and the wider community.

Remember: A whistleblower is simply someone who speaks up. If you see something wrong, you can do so safely—and we will listen.

RECORD OF REVISIONS

Unless the Policy states explicitly otherwise, the Policy does not form part of your employment agreement with KCS. KCS may unilaterally vary, remove or replace this Policy at any time. To the extent that this Policy imposes any obligations on KCS and/or purports to provide any right or benefit to you, those obligations are not contractual and do not give rise to any contractual rights. The Employee is required to be familiar with the Policy and to comply with its terms at all times.

File Reference		ACP – Whistleblowers (Consumers)				
Date Created		2/9/25	Created By	Oonagh McGuire	Responsible	GCM
Version Number	Modified or Reviewed by	Modifications Made/Notes			Date	STATUS (Internal, External, Archived)
V1	OMG	Consumer-focused Whistleblower Policy			2/9/25	DRAFT
V2	ICC	Finalised			29/10/2025	LIVE