Whistleblower Protection Guidelines
SHM Aged Care Services

What is whistleblower disclosure?	This is a special type of whistleblower disclosure in Aged Care that is recogised by the law and entitles you to special protections. This process is a way of reporting actual or "reasonably suspicious wrongdoing "in relation to Aged Care at Sacred Heart Mission. It excludes disclosures of wrongdoing outside of the Aged Care Act or when the wrongdoing is specifically NDIS related. Those disclosures are covered in the Sacred Heart Mission Whistleblower Procedure – Corporations Act.
What is wrongdoing?	Misconduct, a reportable incident (as defined under the Serious Incident Response Scheme - SIRS) or improper behaviour that causes you concern at Sacred Heart Mission's Aged Care Services (Sacred Heart Community or Sacred Heart Local).
When would you 'blow the whistle'?	Not everyone is entitled to protection for reporting wrongdoing, and even if you are protected you may feel safer reporting the wrongdoing outside of Sacred Heart Mission. Generally whistleblowing is an option if: • You have connection to someone at Sacred Heart Mission, for example if you are a staff member, receiving home supports, a resident or a family member, friend or carer. • If you have a reasonable suspicion that a serious incident of wrongdoing is continuing to happen or will happen at Sacred Heart Community or Sacred Heart Local • your disclosure meets the whistleblower requirements. If whistleblowing is not the best option for you may prefer to use our feedback and complaints process.
Why 'blow the whistle'?	So we can investigate and address wrongdoing.

How to report	If you wish to make your whistleblower disclosure to us you can contact one of our authorised recipients: Hang Vo CEO hvo@sacredheartmission.org Whistle Blower Protection Officer (WPO) - Suzanne Eagle Head of People Experience seagle@sacredheartmission.org Phone: 0438 047 783 You could talk with an aged care worker who could support you to make a report to the above contacts, either remaining anonymous or sharing your details. Staff at Sacred Heart Mission have been educated to support you with anonymity if that is how you will feel safe to make a report. You can make your whistleblower disclosure directly to an external agency such as the Aged Care Quality and Safey Commission: Make a complaint | Aged Care Quality and Safety Commission
What we will do	We will assess your disclosure for appropriate action including: • Commencing investigation • Protecting your identity • Protecting you from detriment, although our ability to do this will be greater for current employees and service users than for whistleblowers outside the organisation Your report will be taken seriously, and we will strive to ensure that you are protected and supported. You may be entitled to legal protections under the Aged Care Act 2024 (Cth) 1997 (Cth). We will engage the Sacred Heart Mission Whistleblower Investigations Officer (WIO) to gather evidence, oversee reports and supervise the investigation. It is the role of the Whistle Blower Protection Officer (WPO to support you as described in the procedure.
Can a report be anonymous?	If you report directly to us, yes, you can either remain anonymous or give your name, it's up to you. However, if you provide your identity, this will help us to oversee your wellbeing. Remaining anonymous may limit our ability to conduct a thorough investigation if we are not able to contact you to obtain further information about the wrongdoing you have disclosed.

	Anonymous disclosures can be made to the Aged Care Quality and Safety Commission, but providing your identity will assist in a more thorough investigation.
What to do if considering making a report	1. Read the Whistleblower– Aged Care Act 2024 (Cth) Procedure. 2. Determine if blowing the whistle is best for you. 3. If whistleblowing is the best option, follow the instructions under 'How to make a Whistleblower disclosure' in the Procedure. If you believe the wrongdoing is a serious incident under the Serious Incident Response Scheme (SIRS) read the SIRS processes: • Serious Incident Management - SHC (Sacred Heart Community) or • Serious Incident Response Scheme (SIRS) - SHL 18 (Sacred Heart Local)
Who could you or your chosen support-person speak to about this procedure? How can you obtain additional information before making a disclosure?	Speak with or contact a staff member in the Aged Care Leadership team: • Head of Aged Care: Carolyn Holy • Sacred Heart Community Facility Manager: Vi Nguyen • The Manager of Sacred Heart Local: Liz Kitchin Or speak with the Whistle Blower Protection Officer (WPO): Suzanne Eagle - Head of People Experience seagle@sacredheartmission.org Phone: 0438 047 783