



WHISTLEBLOWER PROTECTIONS

From 1 November 2025, new protections under the Aged Care Act 2024 make it safer and easier for anyone to raise serious concerns about aged care services. These are called whistleblower protections, and they are designed to ensure that if you, or someone helping you, see something that doesn't seem right, like abuse, neglect, fraud or serious misconduct, you can report it safely, confidentially, and without fear of being treated unfairly.

At Australian Multicultural Community Services, we encourage all feedback. If your concern is about something serious or potentially unlawful, we may treat it as a protected whistleblower disclosure. This comes with legal protection. If your concern is about general dissatisfaction with services, such as cleaning, communication, or waiting times, it can be treated as a complaint through our regular feedback process.

What's the Difference Between a Disclosure and a Complaint?

A **protected disclosure** relates to suspected serious wrongdoing. This could include illegal, unsafe or unethical behaviour such as neglect, abuse, or fraud. If your concern falls into this category, and you choose to make a disclosure, your identity is legally protected, and you cannot be mistreated or disadvantaged for speaking up. Anyone can make a whistleblower disclosure. This includes family members and even the general public.

A **complaint**, on the other hand, is when you're unhappy with something, such as how a service was delivered or how long it took. Complaints are also important, and we take them seriously; however, they don't require legal protection and are managed through our standard feedback system.

If you're not sure which category your concern falls under, that's okay; we'll help you determine, and if it qualifies for protection, you can choose how it's handled.

Who You Make a Disclosure To

You can speak with any staff member, volunteer, manager, or member of the Board here at Australian Multicultural Community Services.

You can remain anonymous if that makes you feel safer. Either way, your concern will be taken seriously.

Melbourne

Millennium House
296 Nicholson St, Seddon VIC 3011
T (03) 9689 9170 F (03) 9687 7446
info@amcservices.org.au

Geelong

T (03) 5241 2446
geelongoffice@amcservices.org.au

www.amcservices.org.au

ACN 65 7 306 431
ABN 69 022 519 263



If you don't feel comfortable reporting your concern to someone here, you don't have to. You can also make a disclosure or complaint to:

- the Aged Care Quality and Safety Commission
- the Department of Health, Disability and Ageing
- police officer
- an independent aged care advocate.

How You're Protected

If your concern is handled as a protected whistleblower disclosure, we will keep your identity private; it will only be shared if consent is provided or if it is required by law, for example, to protect someone from harm, and only with appropriate safeguards in place. You are protected from being mistreated, penalised or disadvantaged because you spoke up. These protections also apply to a family member or carer who supports you in raising the issue.

How to Make a Disclosure

You can make a disclosure:

- in person
- over the phone
- in writing - by email or letter

There's no special format required - we just want you to feel safe and supported in speaking up.

Need Support?

You can ask a family member, friend, or aged care advocate to help you make a complaint or whistleblower disclosure. Independent advocacy is available by calling OPAN on 1800 700 600 or visiting open.org.au.

For more information about your rights and protections, you can also visit:

agedcarequality.gov.au <https://www.health.gov.au/our-work/aged-care-act/about#protectionfor-whistleblowers>

If you have any questions or need assistance, please speak with one of our staff members. We are here to listen and support you.