

Whistleblower policy Aged Care Act 2024

Arpad Aged Care is committed to behaviour that is aligned with our values and complies with the Aged Care Act 2024 (“the Aged Care Act”).

To demonstrate our commitment, in addition to our internal reporting procedures, our Whistleblower Policy has been developed to protect any person who discloses information where the discloser has reasonable grounds to suspect that the information indicates that Arpad Aged Care may have contravened a provision of the Aged Care Act.

Protections under the Aged Care Act

The Aged Care Act protects a whistleblower disclosing information if:

1. it is disclosed orally or in writing (whether anonymously or not);
2. the discloser has reasonable grounds to suspect that the information indicates that Arpad Aged Care may have breached a provision of the Aged Care Act; and
3. it is disclosed to one of the following persons:
 - (a) Arpad Elderly Welfare Society, Inc as a registered provider under the Aged Care Act;
 - (b) a Responsible Person (Executive manager, Clinical Manager, Committee Member)
 - (c) an aged care worker at Arpad Aged Care;
 - (d) an Appointed Commissioner or a member of the staff of the Aged Care Quality and Safety Commission;
 - (e) the System Governor, or an official of the Australian Government Department of Health, Disability and Ageing;
 - (f) a police officer; or
 - (g) an independent aged care advocate.

Disclosures under this Whistleblower Policy should only concern information that indicates that Arpad Aged Care may have breached a provision of the Aged Care Act. Personal work-related grievances, such as interpersonal conflicts between employees, management decisions, pay disputes, or perceived misconduct including bullying or discrimination, are not covered under this policy nor under the Aged Care Act’s whistleblower provisions. These matters should be raised with your manager through Arpad Aged Care’s internal employee grievances processes.

Other options for reporting concerns

A discloser may choose to have their disclosure managed as a complaint or feedback under the Aged Care Act, rather than as a whistleblower disclosure. In such cases, the procedures of the Feedback and Complaints policy will be followed.

How will we investigate disclosures?

When a disclosure of wrongdoing is received by Arpad Aged Care, or brought to the attention of Arpad Aged Care, the Whistleblower Protection Officer (Quality and Compliance manager) will assess the disclosure, as a matter of priority, to determine the nature and extent of the investigation that may be required, including timeframes that will allow the investigation to be conducted both thoroughly and with expediency.

All disclosures will be treated seriously and, where appropriate, will be investigated in accordance with our procedures.

The objective of an investigation is to determine whether there is enough evidence to substantiate or refute the matters reported.

If necessary, the assistance of an internal or an external party such as an accounting, legal or clinical specialist may be sought.

Any person who may be affected by the investigation is made aware of the allegations and evidence against them and is given the opportunity to respond. Their responses will be documented as part of the investigation's findings.

Investigations are carried out as fast as reasonably practical and with a degree of confidentiality consistent with the seriousness of the allegations raised.

As part of the investigation, necessary disclosures may need to be made to any relevant authorities, and Arpad Aged Care will take such other action as is necessary to lessen or prevent serious threats to the health, safety or wellbeing of individuals.

What protection is available to whistleblowers?

Arpad Aged Care is committed to providing a supportive environment for any person making a whistleblower disclosure and we will always strive to ensure that every whistleblower is protected from detriment as a result of blowing the whistle in accordance with the protections in the Aged Care Act. This includes protection from dismissal or demotion, and any form of reprisal including retaliation, harassment or victimisation.

Victimisation and threats of victimisation will not be tolerated and any whistleblowers who have a reasonable belief that they are being victimised as a result of any disclosure (or the belief or suspicion of a disclosure) must report this behaviour to the Whistleblower Wellbeing Officer (Executive Manager).

Arpad Aged Care is committed to protecting the discloser's identity if requested. It should be noted however that the protection of the whistleblower's identity is not a blanket protection under the Aged Care Act, which contains detailed and specific provisions about the extent of identity protection provided. For example, a whistleblower is protected from prosecution for making a disclosure, but for reasons of public policy is not protected from prosecution if the discloser himself or herself is found to have committed an offence under the Aged Care Act. In addition, there are circumstances under the Aged Care Act where the discloser's identity of the discloser may be revealed, for example if a disclosure needs to be made to the authorities or where it is necessary to prevent a serious threat to the health, safety or wellbeing of one or more individuals.

False reports

Individuals are expected to act honestly and in good faith when providing feedback, making complaints, or submitting disclosures. Where a person knowingly provides false or misleading information or otherwise fails to act with a reasonable belief in the truth of their claims, disciplinary action may be taken. This includes instances involving false, malicious, vexatious or frivolous allegations.

By definition, a report made by a discloser knowing it to be false will not qualify as a protected disclosure under the Aged Care Act.

Where appropriate, such matters may also be referred to external agencies or law enforcement authorities.

Accessibility of this policy

The policy is available online via employee logins to Complispace and to the public on our website. All employees will receive training on this policy.


The policy will form part of the induction process of a new employee and will be provided to all other workers who perform work for Arpad Aged Care.

A copy of the policy will be provided to every new individual seeking the services of Arpad Aged Care for respite or permanent care.

This policy will be reviewed annually or more frequently if required.

Policy approved: 09 December 2025

Review Date: December 2026

Chair:  Signed: EVA KOVESDI. Date: 9/12/25