

WHISTLEBLOWER POLICY (public)

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1. What is the purpose of this policy?

Carers Victoria is committed to operating with integrity, accountability, and transparency. We value the trust placed in us by carers, families, and communities, and we encourage people to speak up if they see serious wrongdoing.

This policy explains how carers, care recipients, family members, volunteers, and members of the public can report serious concerns about Carers Victoria's operations without fear of reprisal.

2. Who does this policy apply to?

- A carer who receives services or support from Carers Victoria
- A care recipient
- A family member or advocate
- A volunteer
- A member of the public interacting with Carers Victoria

3. What can I report?

You can make a report if you believe there has been serious wrongdoing, inappropriate, corrupt or illegal conduct or behaviour, including:

- Abuse, neglect, or exploitation of carers or vulnerable people
- Fraud, theft, or misuse of Carers Victoria's funds or resources
- Serious breaches of privacy or confidentiality
- Conflicts of interest not properly managed
- Bullying, discrimination, or harassment by Carers Victoria personnel
- Failure to comply with a legal duty
- Misusing information acquired by Carers Victoria
- Cover-ups of any of the above

General feedback or service complaints should be made through our Website Feedback Form: [Giving feedback - Carers Victoria](#)

4. How do I make a report?

You can raise a concern confidentially and safely in any of the following ways:

- Directly to our Whistleblowing Officer (Coordinator, Compliance, Risk and Information) at quality@carersvictoria.org.au

If your concern involves the Whistleblowing Officer, or you do not feel comfortable raising it with them, you may report it to the CEO.

If your concern involves the CEO, you may write confidentially to the Board Chair, Carers Victoria, PO Box 13305, Law Courts VIC 8010.

OR

By calling the **Carer Advisory Line: 1800 514 845** (Monday to Friday, 9am to 5pm)

OR

In writing:

Carers Victoria

PO Box 13305, Law Courts VIC 8010

You can also report directly to **external agencies**:

- Independent Broad-based Anti-Corruption Commission (IBAC): 1300 735 135 / www.ibac.vic.gov.au
- Victorian Ombudsman: (03) 9613 6222 / www.ombudsman.vic.gov.au
- Aged Care Quality and Safety Commission (if related to aged care services): 1800 951 822 / www.agedcarequality.gov.au

You can report anonymously and all reports will be handled with respect and confidentiality.

5. Will my report be kept confidential?

Carers Victoria will protect anyone who makes a genuine report:

- Your identity will remain confidential and only disclosed if legally required or with your consent
- You will not be victimised or penalised for speaking up
- You do not need proof to make a report – only reasonable grounds for concern

6. What happens after I make a report?

- Your concern will be reviewed promptly and fairly
- If needed, an independent and confidential investigation may be conducted
- You will be updated on the outcome

- If an external authority (like IBAC or the Aged Care Commission) investigates, we will cooperate fully
- All findings will be handled according to Carers Victoria's Code of Conduct and relevant legislation

7. Can I get help to make a report or understand this policy?

We want everyone to feel comfortable using this policy. It can be provided in:

- Large print
- Other community languages
- Over the phone with an interpreter
- With support from an advocate or support person

If you need help understanding this policy or making a report, please call our Carer Advisory Line on 1800 514 845 (Monday to Friday, 9am – 5pm).

Policy Review and Revision

Carers Victoria will regularly review this policy to ensure it continues to meet all relevant laws, regulations and standards.

Version	Name	Date Reviewed	Summary of Changes	Next Review Date
1.0	Compliance, Risk and Information	October 2025	Inaugural version to meet Aged Care reform requirements	October 2027