



Speak Up!

Whistleblower Policy for clients, families and carers

Our commitment

We are committed to your safety, dignity and wellbeing. You have the right to speak up if something does not feel right. We will listen and protect you when you do.

This policy follows the Aged Care Act 2024 (Cth).

What is a whistleblower concern?

A whistleblower concern is when you raise a genuine concern about serious or unsafe issues, such as:

- Unsafe or poor-quality care
- Abuse, neglect or mistreatment
- Unlawful, dishonest or unethical behaviour
- Serious risks to health or safety.

You do not need proof – a reasonable concern is enough.

Who can speak up?

Anyone can raise a concern, including:

- Clients
- Families, carers and supporters
- Advocates or representatives.

You can speak up for yourself or for someone else.



How to raise a concern

You can choose what feels safest:

- Speak with any staff member
- Contact us directly (in person, by phone, email, via our website or in writing)
- Raise the concern anonymously
- Contact the Aged Care Quality and Safety Commission
- We can help arrange support such as an interpreter or advocate if needed. If you're not sure who to speak to, please email hello@glch.org.au or call 5155 8300 and ask to speak with our Consumer Feedback Coordinator.

Your protections

If you speak up:

- You are protected from unfair treatment or disadvantage
- Your identity will be kept confidential where possible
- Your care and services will not be affected.

It is against the law to treat you badly for raising a concern.

What we will do

We will:

- Take your concern seriously and respectfully
- Handle it confidentially and fairly
- Act to keep people safe and improve services.

Independent support

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Website: agedcarequality.gov.au

Our promise

Speaking up helps keep people safe. We are committed to listening, learning and improving.

To find out more:



5155 8300



hello@glch.org.au



glch.org.au

